

JOB DEVELOPMENT HANDBOOK

This Job Development Desk Reference Guide has been developed by GAIN and GROW Program and line staff, to assist you with the many activities that make up your busy day. It is made up of many of your suggestions and ideas. This handbook will be updated periodically with information to help meet your changing needs, the needs of our participants and those of our business partners. If you have any additional information you would like to include, please contact GAIN Program Division

**JOB DEVELOPMENT
HANDBOOK**

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CHAPTER 100 - INTRODUCTION TO WORKFORCE DEVELOPMENT

110 THE WORKFORCE INVESTMENT ACT

The federal Workforce Investment Act (WIA), which replaced the Job Training Partnership Act, offers a comprehensive range of workforce development activities through statewide and local organizations. Available workforce development activities provided in local communities can benefit job seekers, laid off workers, youth, incumbent workers, new entrants to the workforce, veterans, persons with disabilities, and employers.

The purpose of these activities is to promote an increase in the employment, job retention, earnings, and occupational skills improvement by participants. This, in turn, improves the quality of the workforce, reduces welfare dependency, and improves the productivity and competitiveness of the nation.

111 THE WORK SOURCE CALIFORNIA SYSTEM

At the local state level, the WorkSource California System is made up of WorkSource Centers and other One Stop Centers. They are full-service career centers located in almost every community throughout the Los Angeles County. They offer comprehensive employment and hiring services to workers, employers, and job seekers at no charge. Most WorkSource Centers also have technology resource centers with phones, fax machines, computers, and copiers. Job seekers and small business owners can make interview appointments, access the Internet, and view video training courses.

WorkSource Centers provide access to job listings, help with preliminary skill assessments, information about local education and training providers, current labor market information, and help with filing claims for unemployment insurance. Individuals with greater needs may be eligible for more intensive services, including personalized employment plans and individual counseling programs.

WorkSource centers are a great resource for Los Angeles County's Welfare-to-Work programs; be it Greater Avenues for Independence (GAIN) or General Relief Opportunities for Work (GROW).

112 THE BUSINESS SERVICES MODEL

The Business Services Model focuses on identifying the needs of businesses as the best opportunity to provide support for workforce and economic development. The Model is also designed to encourage cooperation and coordination among all WorkSource Centers and its partners, which include the Employment Development Department (EDD), the Department of Public Social Services (DPSS), the Los Angeles Economic Development Corporation (LAEDC) and the Los Angeles County Community Colleges (CCC) as a means of serving local businesses.

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112 **THE BUSINESS SERVICES MODEL (continued)**

Specifically, DPSS' role in the model is to:

- (a) Ensure job development staff attends weekly meetings with WorkSource staff in order to facilitate networking and job sharing,
- (b) Organize and execute joint recruitment activities including job fairs, special recruitments, and business seminars,
- (c) Collaborate with WorkSource to coordinate possible solutions using existing resources to meet business needs (e.g., downsizing, expansion),
- (d) Assist with participant enrollment into the WorkSource system.

CHAPTER 200 - THE NEW LOOK OF JOBDEVELOPMENT: L.A. LINK

210 **L.A. LINK OVERVIEW**

[L.A. LINK](#) emerged as the new face of job development in 2006 as a result of the Job Developer's *Best Practices* Conference in 2001. The taskforce behind [L.A. LINK's](#) creation was comprised of Job Development Supervisors and Workers from both the GAIN and GROW Programs. The taskforce's purpose was to develop a universal marketing kit that would unify job development staff, and best represent the Department and its efforts to provide viable employment opportunities for GAIN and GROW participants.

In addition to providing job leads and hosting job fairs, [L.A. LINK](#) has helped to capture the role of the Business Services Specialist (BSS), formerly Job Developer which includes providing business support services such as: no-cost advertising, staffing placement and assistance, business relocation, assistance with customized skills upgrade training, participation in State and Federal tax incentive programs, and referrals to the Office of Small Business Assistance, WorkSource California, the Los Angeles Economic Development Corporation (LAEDC) and/or the State of California Employment Development Department.

To download the [L.A. LINK](#) marketing brochures or for additional information, visit our website via the DPSS Portal Home Page under "Other Services" and select [L.A. LINK](#) or WWW.ladpss.org/dpss.lalink/default.cfm

211 **THE BUSINESS SERVICES SPECIALIST**

The title of "Business Services Specialist" (BSS) reflects that, as an extension of case management, job development staff must regularly interact with the business community in order to cultivate and maintain the relationships that provide our participants with job opportunities. Moreover, a BSS should equip him/herself with the tools to address all of a businesses needs beyond that of the workforce. Please see the [Appendix of Resources](#) for examples of these tools.

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211 **THE BUSINESS SERVICES SPECIALIST (continued)**

The BSS is responsible for identifying and preparing potential candidates who can meet a business' staffing need. This entails coordinating and/or providing services including: staffing and placement assistance, pre-screening and interviewing, workforce development and additional business resource assistance through our partners.

Remember, *businesses exist to make a profit, not to employ people*. Therefore, your dual role is to help businesses reach their goal by providing qualified candidates who can do the job. In doing so, we achieve our goal, which is to help participants improve their life's condition through employment.

Job development is the spirit of our programs. Without a strong job development team, our collective goal of assisting participants to achieve self-sufficiency through employment will not flourish. Your role therefore is crucial as you have been selected to represent Los Angeles County in one of its most challenging, most important, and most rewarding assignments... that of a Business Services Specialist.

CHAPTER 300 - THE BUSINESS SERVICES SPECIALIST'S ESSENTIAL DUTIES

310 **MINIMUM EXPECTATIONS**

The essential functions of the BSS can be divided into four categories:

1. Participant Related Activities, 2. Preparing Participants to Meet With Business, 3. Business Related Activities, and 4. Recruitment Activities.

.1 Summary of Essential Duties:

- (a) Meet individually with participants to determine job readiness, pre-screen, provide feedback and support, and make referrals as appropriate to partnering agencies;
- (b) Remain in contact with the BSS' from other GAIN/GROW/REP offices for best practices;
- (c) Assist participants in developing resumes, and cover letters;
- (d) Assist participants with enrollment into WorkSource, and CalJOBS;
- (e) Contact participants through telephone, e-mail and/or correspondence to follow-up and notify the participant of any up-coming recruitment activities;
- (f) Plan and conduct employment preparation workshops;
- (g) Conduct Legal Issues workshops assisting participants with criminal records make referrals to partnering agencies as appropriate;
- (h) Meet and talk with case managers to identify job ready candidates and to provide status reports regarding participants' job search progress;
- (i) Coordinate issuances that will assist the participant on his or her job search activities (i.e., transportation, clothing, etc.);
- (j) Identify potential job leads from various sources such as: fieldwork, internet searches, newspapers, business journals, personal contacts, etc.;
- (k) Meet at least weekly with your assigned WorkSource Center;
- (l) Contact, schedule, and meet with prospective businesses to develop positive relationships and offer staffing solutions;

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.1 Summary of Essential Duties: (continued)

- (m) Build trusting relationships with businesses by projecting credibility through properly pre-screened candidates, and customer service follow-up;
- (n) Establish relationships with partners to offer businesses more than potential employees;
- (o) Participate in job fairs with neighboring GAIN/GROW/REP offices;
- (p) Assist participants with available internet services, if available;
- (q) Coordinate and conduct on and off-site special recruitments for businesses;
- (r) Participate and network with outside organizations;
- (s) Design, develop and distribute job search related flyers;
- (t) Compose correspondence to businesses and participants;
- (u) Plan, conduct and attend job fairs;
- (v) Stay abreast of employment related activities in your community, current labor market trends, and changes in program policy;
- (w) Attend meetings, prepare reports as required;
- (x) Use L.A. LINK materials to market our services to businesses and jobseekers;
- (y) Assist participants with available telephone/voice mail services.

Assessing a participant's job readiness level is a critical area that requires the BSS to spend one-on-one time with the participant in addition to observing how the participant interacts with others. This is a crucial area, as the BSS's credibility will be measured by the business in terms of the quality of participants sent to fill a job order.

311 PARTICIPANT RELATED ACTIVITIES

.1 Uncovering Potential Barriers to Employment

To determine the participants current level of job readiness, the BSS must ask the participant and confirm with the case carrying GAIN/GROW Services Worker (GSW) or the appropriate Contracted Case Manager (CCM) if the participant has any of the following barriers or any other issues which may prevent him/her from searching for and retaining employment:

- (a) Mental Health (i.e., Anxiety, Depression, Anger, etc.)
- (b) Substance Abuse
- (c) Domestic Violence
- (d) Learning Disability
- (e) Lack of Child Care
- (f) Criminal Record
- (g) Lack of Transportation
- (h) Lack of Appropriate Clothing
- (i) Lack of Proper Documentation (e.g., Identification Card, Driver's License, Social Security Card)

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.1 Uncovering Potential Barriers to Employment (Continued)

Even if the participant has answered “No” to any of the above potential issues, the BSS is to periodically ask the participant to ensure that no current barriers exist. In the event that the participant answers “Yes” to any of these issues, the BSS is to notify the case carrying GSW or the appropriate CCM immediately.

The BSS should also provide the participant with suitable referrals as appropriate in particular to the last four items (see the [Resources](#) section).

.2 Establish Marketable Abilities and Skills

The BSS must assess the participant’s current ability level and skill level in order to properly determine job readiness.

.21 Abilities to consider:

- .211 Learning Ability - Does the participant appear to be motivated, eager to learn? Is he/she a fast learner? Is he or she a visual learner or does he/ she respond better verbal instruction?
- .212 Physical Ability- Does he/she have any physical limitations that restrict the type of work performed? Does he/she need special accommodation to perform certain job duties?

.22 Skills to consider:

- .221 Hard Skills- Hard skills are tangible, measurable skills that define job duties.
 - (a) Computer Skills - What software applications is he or she familiar with? Is he/she familiar with the internet or e-mail?
 - (b) Typing Skills- What is his or her typing speed on: a keyboard, the typewriter, or 10-key touch?
- .222 Soft Skills- Soft skills are life skills that impact daily life. When fully developed, this set of skills can make-up for a participant’s lack of work experience or hard skills.
- .231 Attitude- Is the participant pleasant to be around? Does he or she smile?
- .232 Communication-
 - (a) Verbal Skills -- Is the participant articulate (i.e., strong verbal skills), or does he or she have trouble expressing ideas?
 - (b) Writing Skills -- Does the participant know how to compose a letter, a report and use proper grammar?
- .242 Time Management -- Is the participant timely to appointments? Does he or she show up at all?

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.2 Establish Marketable Abilities and Skills (Continued)

- .252 Adaptability -- Is the participant motivated to work? Is the participant likely to adapt well to change?

.3 Establishing a Work History

Most companies will ask for a seven to ten year work history on the actual job application; therefore, the BSS must help the participant to determine his or her work history. In doing so, the participant's experience and skills are discovered. The BSS should retrieve this information from the participant. It is important to get all duties performed at previous employment. What the participant may see as not important, may actually be the experience needed for the next job.

Often times participants say they do not have "any" experience. However, participants disregard volunteering (at church functions, schools, libraries, etc.) work-furlow assignments, and non-paid work experience assignments.

.4 Establishing an Educational History

The BSS must determine the participant's highest level of education in addition to any additional diplomas or certificates that make the participant more marketable.

.5 Establishing an Employment Goal

The BSS should help the participant identify potential areas of employment based on the participant's skills, experience and likes. Remember the motto, "A job, a better job, then a career". The BSS should encourage the participant to take advantage of the various resources and activities that have been designed to help them succeed on this journey.

.6 In-House Job Search

In-House Job Search is a bridging activity in which the participant's principal activity is to seek employment¹. The assigned Business Services Specialist (BSS) provides the participant with training to learn basic job seeking and interviewing skills, to understand employer expectations, and to learn skills designed to enhance the participant's capacity to move towards self-sufficiency.

.61 Activities:

Any activity that is determined to be necessary for the participant to obtain or prepare for employment is included in In-House Job Search. The activities are directed, monitored, verified and documented by the assigned BSS. Activities vary on a case-by-case basis. However, the activities must fall within the classification of activities listed below to ensure the hours are countable towards the Work Participation Rate (WPR). The activities include:

- Creating a job search plan;
- Contacting potential employers*;
- Looking for suitable job openings*;

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.61 Activities (Continued):

- Making contact with potential employers*;
- Interviewing for jobs;
- Preparing a resume and/or cover letter;
- Completing job applications*;
- Submitting resumes*
- Instruction in workplace expectations;
- Life skills training;
- Soft skills training;
- Drug testing for a specific job classification;
- Taking tests to qualify for specialized certificates;
- Attendance to job fairs and recruitments;
- All participant-related activities as described in Section 311 and;
- All activities that prepare a participant to meet with a business as described in Section 312.

Reasonable transportation time between interviews, but not to the first interview or from the last one of the day, will count towards WPR.

*Online activities are countable towards WPR but must be monitored and documented.

.62 Documentation:

All In-House Job Search activities must be documented on the In-House Job Search Activity Log (GN 6367) ². The start and end time for each activity is to be recorded on the In-House Job Search Timesheet (GN 6367-1) ². To ensure a participant is meeting the WPR detailed documentation of every In-House Job Search activity is key to capturing all required information for E2Lite purposes! For example, indicate how many job applications the participant has submitted, the company name and address.

Weekly hours of participation are determined by adding the total number of participation hours for the month in this activity and then dividing the total monthly hours by 4.33 (the average number of weeks per month).

The assigned BSS is responsible for daily supervision, monitoring, and tracking of the participants In-House Job Search activities. Supervision can consist of contact made by phone and/or email. All contact must be documented on the Activity Log.

.63 Time Limits:

Job search, including In-House Job Search, components are limited to no more than four consecutive weeks and six weeks total (a week consists of seven days) in the preceding 12-month period. If participation in other federally-allowable activities meets or exceeds the requirement, then the hours of In-House Job Search will not be counted, six week limit. Documenting *any* hours/activities during a week counts as a week of participation.

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.63 Time Limits (Continued):

If the participant is not engaged in Job Search/Job Readiness activities in four consecutive weeks, then the hours used is converted to hours.

For example #1: The participant was assigned to Job Search 15 hours a week for three weeks in one month. The participant used a total of 45 hours. Since the PT was not in this activity four consecutive weeks, then we will **not count the** three week used, we will count the hours as 30 hours = one week. Therefore, this family only used 1 1/2 week of Job Search/Job Readiness activity.

Example #2: The PT was assigned to 10 hours a week for four weeks in one month. Even though the hours are 40, the participant used four week of this activity. Why? Because, since the PT was assigned to four consecutive weeks, the hours cannot be converted to hours. The hours used in one week, count as one week used.

Other tips for In-House Job Search time limits include;

- Cannot exceed more than four consecutive weeks,
- The fifth consecutive week of Job Search does not count towards WPR,
- Activity can exceed six weeks if the hours used thus far do not meet 6 full weeks of hours,
- Hours are counted based on the age of the youngest child,
- Child **under** six years old, **20** hours per week are counted
- Child **over** six years old, **30** hours per week are counted
- No more than six weeks worth of hours can be used in one Fiscal Year.

¹. Bridging in GAIN Policy Chapter 700

². FML 4950 dated 01/06/09 (Forms can be found in the on-line "DPSS Forms Library")

312 PREPARING PARTICIPANTS TO MEET WITH BUSINESSES

Always keep in mind that participants are an extension of your business card for they represent to businesses the quality of your service. For this reason, it is imperative that participants be prepared.

.1 Employment Preparation Workshops

Employment preparation workshops are an extension of case management and job search services. They do not replace Job Club or Job Search activities. Employment preparation workshops should reflect the needs of the participant.

Employment preparation workshops focus more on soft and life skills, rather than hard skills. If a participant needs to develop hard skills to make him/her more marketable, the BSS should discuss this with the GSW/CCM to see what is most beneficial and appropriate action given the participant's current employment plan and activity.

.11 Sample Topics for Consideration

- (a) Legal Issues Workshop (Criminal records and the expungement process)

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.1 Employment Preparation Workshops (Continued)

- (b) Coping Strategies In Case of Rejection
- (c) Conflict Resolution
- (d) Advanced Job Search Techniques

.2 Resumes and Cover Letters

The BSS must be knowledgeable and skillful in the preparation and critiquing of resumes and cover letters. Most businesses require that job seekers have an up to date resume; therefore, as part of pre-screening, the BSS must be sure to review all resumes prior to releasing it to any employer.

If the participant does not have a current resume, or if the participant does not have a resume at all, the BSS should assist the participant to update or develop one. Once complete, a copy of the resume should be given to the GSW/CCM to be filed in the case folder.

.21 Release of Authorization

Due to confidentiality and the sensitive nature of a resume, before a resume is given to any entity, the participant must complete either an ABCDM 228 (Release of Authorization Form) or a PA 853 (Affidavit) acknowledging that he or she consents to the release of his or her personal information. The BSS shall give the original release form along with a copy of the resume to the GSW/CCM for filing.

.3 Mock Interviews and Pre-screening

The BSS shall conduct mock interviews and pre-screening services to ensure that only qualified participants are referred to fill job orders. Pre-screening can occur through mock interviews and other interactions with participants.

Pre-screening entails checking to see if the participant meets all the specifications of the job order including: hard skills, soft skills, education level, experience, and does the participant fit the employer's business image and purpose?

Pay close attention to:

- (a) How the participant carries him/herself,
- (b) How well he or she reflects the qualities, skills and expertise stated on the resume,
- (c) How well do you think he or she will fit in with the business you are working with?

For instance, a pending job order requires that a candidate be outgoing and friendly in addition to a host of skills. You have a participant who meets all the qualifications; however, he or she barely speaks above a whisper and is withdrawn. This participant would be a poor choice and should not be referred.

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.4 Dress for Success

The BSS shall ensure that participants have the proper interview attire. If the participant does not have proper clothing, then the BSS shall work with the GSW/CCM and provide the participant with referrals and monetary assistance as appropriate. The BSS shall also emphasize that “Dressing for Success” includes a mental attitude of being positive, patient and diligent.

313 Business Related Activities

.1 Identifying and Contacting Businesses

When deciding what sort of business to target, consider the difference between small and large business:

.11 Small Business vs. Large Business

.111 Small Businesses:

- (a) Offers more flexibility in their hiring requirements;
- (b) Hire more experienced (older) participants;
- (c) Accounts for a more employment growth and variety of business types;
- (d) Employees may have more responsibilities and work closer with management;
- (e) Offers less employee benefits than larger companies.

.112 Large Businesses:

- (a) More stringent hiring practices including: testing, and background checks;
- (b) Offers more opportunity for advancement;
- (c) Offers more benefits: health, vacation, tuition reimbursement, and 401ks;

The BSS should be able to interact with both types of business and be aware of the business' needs in order to offer valuable services to further enhance the business (See [APPENDIX B](#)).

.12 Employment Agencies

The BSS should make contact with reliable employment agencies. They are a good resource for job ready participants with limited skills or work experience. Once a participant has established 6 to 12 months of experience, he or she increases the likelihood of finding a higher paying job.

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.13 Other Avenues

There are several avenues, strategies, and places to meet with businesses. However, often the best time is when recruiters are away from their office. The following are excellent events to meet and mingle with business in a small amount of time:

- (a.) Job Fairs
- (b.) Trade Shows & Business Expos
- (c.) Chamber of Commerce Meetings and Mixers
- (d.) Business Seminars
- (e.) Through friends and family

.14 Developing a Business Contact Action Plan

Before making contact with any business, the BSS shall employ the Weekly Activity Plan as a strategy to develop and accomplish set goals (See [APPENDIX G](#)). The Weekly Activity Plan shall be discussed in advance and requires the supervisor's approval. A contractor would not think of building a house without any blueprints!

In the beginning, establish a goal of contacting from 5-10 new businesses each week. Your weekly routine should include:

- (a) Make a list of potential businesses you wish to contact.
- (b) Check with other BSS' to see if the targeted business is already working with another BSS.
- (c) Call the business to see if any potential job opportunities exist.
- (d) Research the company. What is their product? What is the company's mission statement? Search the internet to find the answer to these and other questions.
- (e) Calendar a day to make a field call with the targeted business.
- (f) Discuss your Weekly Activity Plan with your supervisor.

.15 Making Initial Contact

The best approach leading to a successful business relationship is one where contact has already been established. From your list of potential contacts, call the business, and request an appointment with an individual that you have met.

As a general rule, your first meeting should be to gather additional information about the company. *Do not* use the first meeting to learn about the company's history. Companies appreciate it when the time has been taken to research them. For this reason, you should be prepared with the following basic knowledge prior to the first meeting:

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.15 Making Initial Contact (Continued)

- (a) **Who**.....founded the company?
.....is the company's target market consumer focused?
.....or service focused?
- (b) **What**.....is the company's product or service?
.....is the company's mission statement?
.....new products/ services are being developed?
- (c) **Where**....is the company located?
- (d) **When**.....was the company founded?

.16 Entering the Place of Business

As you enter the company's place of business, pay close attention to the external and internal surroundings. Is the location easy to access on public transportation? Does it appear to be safe? Once inside, what is the "atmosphere" like. Is it casual, more professional? Is there a receptionist? Often the lobby or front area matches the company's mission statement and or purpose.

As you make your observations look at the current employees and make a mental note for later. Do you see the potential of any participants fitting-in? Do you see potential areas where our participants may require additional preparation?

.17 Making the Deal

During your meeting with the company's recruiter or manager listen for opportunities to present some of the business services we offer. As you do this, keep in mind that your meeting should not take more than thirty minutes. Show the recruiter that you understand the amount of time, money and effort that is put into filling vacant positions.

.171 Emphasize how our no cost services can offset business costs through:

- (a) Eliminating Advertising Costs
- (b) Staffing and Placement Assistance
- (c) Pre-Screening and Interviewing
- (d) Matching Services
- (e) Customized/Skills Upgrade Training
- (f) Job Fair and Career Expo Fees
- (g) State and Federal Tax Incentives
- (h) Other services/resources
- (i) Down Sizing, Mergers, and Layoffs
- (j) Economic Development

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.17 Making the Deal (Continued):

For the items mentioned above, figure out the dollar value and use that amount to project potential savings that the business could use to help the business grow even further.

Give the business time to ask you questions. Also, through the course of your meeting, be sure to inquire as to:

- (a) What specific screening/recruitment tools are employed?
 - (1) Background checks?
 - (2) Physical exam, written exam or typing exam?
 - (3) Resume only?
 - (4) Temporary agency?
 - (5) Panel interviews?
 - (6) On-line or computer based application process?
- (b) Has the company experienced any problems through the hiring process?
- (c) What type of skills, abilities, experience and training do you look for in an entry level position? How about a more advanced position?
- (d) What is the salary range for an entry level position?
- (e) Does your company offer opportunities for advancement?
- (f) Would it be possible to take a tour of your facility?
- (g) What current openings do you have?

.18 Sealing the Deal

As you wrap up the meeting, confirm as to who will be your main contact. Request a business card so that you have all the pertinent contact information handy. Leave an L.A. LINK press kit with the company and advise them that you will follow-up within a week.

As a courtesy, within two days, send a thank you card to all the individuals who spent a significant amount of time with you and do not forget the front office person/receptionist!

If the company reported a vacancy, upon your return to the office, inform the BSS' in your office and GAIN/GROW Program staff. This will ensure outreach to all offices to quickly fill the position.

.2 Identifying and Developing Potential Job Leads

Potential job leads can be discovered almost anywhere! Here is a list of potential sources where job leads can be found:

- (a) WorkSource Center Weekly Liaison meeting
- (b) Pay attention to your local surroundings when you are out and about. Many job leads are found while picking up your lunch and dry cleaning! If you find a lead that is out of your area pass it on!
- (c) Major and neighborhood newspapers
- (d) Personal contacts: friends, relatives, church members

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.2 Identifying and Developing Potential Job Leads (continued)

- (e) Sunday classified ads
- (f) Regular and Business-to-Business telephone books
- (g) Business Journals (e.g., *Los Angeles Business Journal*)
- (h) Community event calendars
- (i) The internet has specialized pages (e.g., monster.com, career builder.com) dedicated to job opportunities and career building
- (j) Mailing lists for State and Local Government Human Resources Departments. Sign-up via e-mail.
- (k) CalJOBS, the State's (EDD) job database
- (l) Small Business Associations (SBAs)
- (m) Community Based Organizations (CBOs) and Faith Based Organizations (FBOs)
- (n) Local colleges and universities
- (o) After meeting with your targeted business

.3 Identifying and Creating the Job Order

Once you have established that no other BSS is currently working with the identified company, then alert fellow BSS', GSW/CCM's and Program staff to help identify potential job seekers that may fill vacancy. Immediately contact the identified participants and schedule to meet them in person as soon as possible. Depending on the urgency of the job order, you may conduct a special recruitment to identify and pre-screen potential candidates.

.31 Follow-up

After the potential candidates have been pre-screened, prepared, and the resumes have been reviewed and approved by you, consider if the participant will be a natural fit within the company. If so, call your contact and let him/her know you identified X number of candidates and would like to forward them for review ASAP. Ask your contact if he or she would like the resumes sent via fax, e-mail, or delivered. Ideally you should have five strong candidates from which the recruiter can choose. Be very choosy in your candidate selection for in the eyes of the company, your candidates will define how well you understood the company's staffing needs and your ability to deliver what you promised.

A good rule of thumb is to call and confirm that the documents have been received. Ask your contact how much time he or she will need to review them. Don't be pushy; but be direct and ask for feedback on the candidates you sent. Ask your contact to be candid and tell you which candidate stood out, or conversely, why they did not stand out. Explain to your contact that his or her feedback will help you identify the proper candidate.

If all is well, the recruiter will contact the participant(s) to schedule an interview. Remind your contact that on-site recruitments are available. With this information, be sure to notify the participant that he or she should be receiving a call within x days. Ask the participant to call you back and give you an update on how the interview went or if no call has been made. After the interview date has passed, call your contact by the next day and follow-up to establish how well the participant did.

JOB DEVELOPMENT HANDBOOK

314 Recruitment Activities

Recruitment activities can be done with either the business present or with the BSS representing the company.

.1 In-House Recruitments/Pre-recruitments

As a general rule, in-house recruitments often give you more bang for your buck as there is usually no cost, the amount of time and effort to execute one is less intense than a job fair or mini job fair, and it is a great opportunity to work close with the business.

In-house recruitments are an excellent means of attracting a large pool of potential candidates. For this reason, a pre-recruitment activity can also be used as a means to pre-screen and identify candidates who will likely move forward in the selection process. Those who succeed in the pre-recruitment should be given an appointment to attend the formal recruitment event.

.11 Organizing an In-House Recruitment /Pre-recruitment

In organizing either an In-house recruitment or a pre-recruitment, the same preparation steps should be followed.

.111 Scheduling and Reserving Space

When organizing an in-house recruitment/pre-recruitment, a good rule of thumb is to schedule the event far enough in advance to give you at least a week to identify and pre-screen qualified candidates.

Be sure to reserve a location that will comfortably accommodate the number of attendees you are expecting. Also consider private areas for individual interviews. Ask the company to give you a set of possible target dates. Once the room is confirmed, call your contact and give him/her the details including parking instructions, where to check in, and directions. Also confirm if any special equipment (i.e., Televisions, VCR, projectors, etc.) are needed.

.112 Advertising the Recruitment

The BSS should create and disseminate a flyer that details the following:

- (a) The name of the featured company (optional)
- (b) The job title and specific qualifications (i.e., education, skill level, abilities, experience and personal characteristics) that are required,
- (c) Indicate if any of the following are required: a resume, certificates, licenses, etc.,
- (d) The time, date, address and room location,
- (e) Instruct participants to R.S.V.P, include a contact name and number,
- (f) Parking instructions,
- (g) An expiration date.

JOB DEVELOPMENT HANDBOOK

.112 Advertising the Recruitment (continued)

The BSS should post flyers as permitted in your office in addition to disseminating it to fellow BSSs, GSW/CCMs, Job Club staff and other partner agencies as appropriate. For a detailed timeline and checklist of tasks, see [APPENDIX C](#).

.2 Job Fairs and Mini Job Fairs

Job fairs and mini job fairs serve as an extension of case management by providing participants a job search opportunity to meet more than one recruiter at one convenient location. In addition, job fairs allow job development staff the opportunity to provide businesses with a large pool of qualified candidates. For this reason, job development staff is responsible for organizing and conducting job fairs and mini job fairs at least on a quarterly basis. The following is a list of procedures to follow when organizing a job fair:

.21 Schedule a Planning Committee Meeting

A preliminary planning committee meeting needs to be schedule as soon as it is determined that your office will host a job fair. As a general rule, the larger the event, the more planning you will need; however, most job fairs require a minimum of 4 months to execute.

When planning for the committee meeting, consider inviting members who are team players, creative, and who will add to the success of the event. It is also a good practice to include community organizations that have resources to share for instance, WorkSource Centers and EDD.

.211 The following are agenda items for the first meeting:

(a) Select a Target Date

The date of your event sets the framework for your timeline. However, setting the date is often tricky as the date is influenced by location availability. For that reason prepare a range of target dates that the committee agrees on.

(b) Select a Venue

The location of your event is very important, therefore; more than one committee member should be assigned this task. When choosing a venue be sure to ask questions! Consider the following questions:

- (1) Is it easily accessible via public transportation?
- (2) Is there plenty of parking for invited guests? Volunteers? Is there a cost for parking? Does the parking lot appear to be safe?
- (3) Does the venue have any restrictions such as, time limitations, no helium balloons, etc.?
- (4) Is there a cost? Is there a non-profit rate? How much is the deposit, if any? When is the deposit due?

JOB DEVELOPMENT HANDBOOK

.211 The following are agenda items for the first meeting (continued):

- (5) Are there any additional fees?
- (6) Does the floor plan require Fire Marshall approval?
- (7) Is insurance required?
- (8) Does the facility have breakout rooms?
- (9) What amenities part of the rental: chairs? Tables? Linens? Etc.?

(c) **Select a Theme**

The theme you choose will set the tone for your event. Choose a theme that will be expressed in the flyers and invitations, the decorations, and workshops.

(d) **Determine Budget**

Identify equipment, supplies, and any additional items that are needed to make your event a success.

(e) **Develop a Task Time Line**

When planning a job fair, organization and time are of the essence! For this reason, a time line is a vital tool for any size event as it will keep the committee on task.

At the first planning meeting, provide each member with a time line broken down by months (See [Appendix C](#)). Each month will include tasks, the person(s) responsible for that assignment, and the targeted completion date. Each responsible party will provide assignment updates at subsequent meetings.

.22 Schedule a Post Job Fair Follow-up Committee Meeting

Approximately two to three weeks after the job fair, it is important to schedule a follow-up meeting for the planning committee to celebrate the success of the event, the results of the business survey and to discuss what worked well, and what did not.

**JOB DEVELOPMENT
HANDBOOK**

CHAPTER 400 JobSMART



DEPARTMENT OF PUBLIC SOCIAL SERVICES

BUREAU OF PROGRAM AND POLICY

ADMINISTRATIVE MEMORANDUM

FILE NO:	08-59	DATE:	12/11/98
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SUBJECT: JobSMART

REFERENCE: GAIN Program Policy, Section 700.915

CANCELS: None

FILE IN: Chapter 700, GAIN Program Policy

SPECIAL ATTENTION:

- ☒ GAIN
- ☒ MAXIMUS, Inc.
- ☒ GROW
- ☒ Refugee Employment Program

REPORT REQUIRED: ☐ YES ☒ NO

SURVEY REQUIRED: ☐ YES ☒ NO

This Administrative Memorandum is to inform GAIN/GROW staff and Contracted Case Management of the suspension of the JobSMART automated system and database program used by Business Service Specialists.

Due to a reduction of budget allocations, JobSMART will be suspended indefinitely effective 01/01/99.

Questions may be directed by administrative staff to GAIN Program Division, Program Policy Section II.


PHIL ANSELL, DIRECTOR
BUREAU OF PROGRAM AND POLICY

PA:LE
GE:cc

APPROVAL:
☒ BAS ☒ BPP ☐ BSO ☒ BWS ☒ BCTS

JOB DEVELOPMENT HANDBOOK

APPENDIX A

The State of California Employment Development Department (EDD) **LABOR MARKET INFORMATION**

.1 Visit www.labormarketinfo.edd.ca.gov/ to access the following:

- (a) Hot Jobs in Los Angeles County through CalJOBS
- (b) Occupational Industry snapshot of Los Angeles County
- (c) Projections of employment by Industry & Occupation
- (d) California Occupational Guides
- (e) California Occupational Guides in SPAs
- (f) The Employment Development Department is the WOTC certifying agency for California employers

.2 Additional Resources available on the EDD web page:

- (a) WOTC for Hurricane Katrina employees
- (b) Basic information about the WOTC.
- (c) Answers to frequently asked questions about WOTC.
- (d) Job seekers -- see how you can use WOTC to improve your chances of being hired.
- (e) Employers -- detailed information about WOTC and how you can make it work for you (See [Appendix B](#)).
- (f) Information about the Empowerment Zone and Enterprise Communities Tax Credits.
- (g) For more information on EZ/EC/RCS in California, or to look up an applicant's address within these areas, visit HUD's Web site at <http://egis.hud.gov/egis>.

APPENDIX B

Business Incentives

WORK OPPORTUNITY AND WELFARE-TO-WORK TAX CREDITS

The Work Opportunity and Welfare-to-Work Tax Credit (WOTC) promotes the hiring of individuals who qualify as members of target groups, by providing a federal tax credit incentive of up to \$8,500 for employers who hire them.

The Welfare-to-Work and Work Opportunity Tax Credit (WOTC) programs expired 12/31/05. It is anticipated that Congress will reauthorize these programs, retroactive to 1/1/06. In the meantime, employers should continue to submit complete WOTC forms (8850 & 9061) on a timely basis. Once the program is reauthorized, the WOTC Center will process pending requests for new hires that started work on or after 1/1/06.

JOB DEVELOPMENT HANDBOOK

APPENDIX B **Business Incentives (Continued)**

.1 Frequently Asked WOTC Questions:

Q: What is the Work Opportunity and Welfare-to-Work Tax Credit (WOTC)?

A: The Working Families Tax Relief Act of 2004 extends the WOTC Program and the WtW Tax Credit through December 31, 2005. The WOTC, which includes the Welfare-to-Work Tax Credit, has two purposes:

- (a) To help individuals who qualify as a member of a target group to get a job, and
- (b) To help employers who hire qualified individuals by giving them a credit on their federal taxes.

Q: What are the target groups?

A: There are nine WOTC target groups:

- (a) Qualified recipients of Temporary Assistance to Needy Families (TANF).
- (b) Qualified veterans who are receiving Food Stamps.
- (c) Qualified economically disadvantaged ex-felons hired no later than one year after conviction or release from prison.
- (d) High risk youth ages 18 through 24 who reside in a federally designated Empowerment Zone, Enterprise Community, or Renewal Community.
- (e) Vocational Rehabilitation referrals.
- (f) Qualified summer youth ages 16 through 17 who reside in a federally designated Empowerment Zone, Enterprise Community, or Renewal Community and have not previously worked for the employer seeking this tax credit.
- (g) Qualified Food Stamp recipients ages 18 through 24.
- (h) Qualified recipients of Supplemental Security Income (SSI).
- (i) Long-term recipients of TANF/Aid to Families with Dependent Children (AFDC).
(Individuals hired on or after January 1, 1998.)

Q: What is the amount of the credit available through WOTC?

A: The amount of the tax credit varies by target group. The tax credit for target groups A, B, C, D, E, G, and H is 40 percent of qualified first year wages up to \$6,000 if the individual is retained for at least 400 hours. If the individual is retained less than 400 hours but at least 120 hours a 25 percent tax credit is available on qualified first year wages up to \$6,000.

The exception is target group F (summer youth). The maximum amount of wages to which the tax credit may be applied shall not exceed \$3,000.

JOB DEVELOPMENT HANDBOOK

APPENDIX B Business Incentives (Continued)

Q: What is the amount of the credit available through WOTC?

The tax credit for target group I, long-term recipient of TANF/AFDC hired on or after January 1, 1998, is 35 percent of first year qualified wages up to \$10,000 and 50 percent of second year qualified wages up to \$10,000. The individual must be retained at least 180 days or 400 hours. In certain circumstances you may be able to claim either the 40 percent of \$6,000 tax credit or the 35 percent of \$10,000 tax credit.

Q: For which tax years can the credit be applied?

A: Employers may claim the Work Opportunity Tax Credit or the Welfare-to-Work Tax Credit for a total of two years. Employers who do not take the full credit amount because of the tax liability limitation may carry back one year or forward 20 years.

Q: How long must the individual remain on the job to provide the employer with a tax credit?

A: Target groups A through H have a two-tier retention period; 400 hours for a 40 percent tax credit, at least 120 hours but less than 400 hours for a 25 percent tax credit. Target group I (long-term TANF) must be retained 180 days or 400 hours. The tax credits vary. See question "amount of tax credits" above for more detail.

Q: What is the process for applying for WOTC?

A: The first step is pre-screening to determine eligibility. The jobseeker or the employer must complete the Individual Characteristics Form, Work Opportunity Tax Credit and Welfare-to-Work Tax Credit, ETA 9061.

The employer and the jobseeker must complete the Pre-Screening Notice and Certification Request for the Work Opportunity and Welfare-to-Work Credits, Form 8850.

The employer and the jobseeker must sign the Form 8850, under penalty of perjury, attesting that the jobseeker is a member of a target group.

Q: What is the process for applying for WOTC?

A: The employer then sends the Form 8850 and the ETA 9061 to the EDD, requesting certification for the WOTC. The Form 8850 must be postmarked no later than the 21st day after the jobseeker begins work.

Mail the Form 8850 with the ETA 9061 attached to:

WOTC Center
1880 Sierra Gardens Drive, Suite 100
Roseville, CA 95661 more info: (866) 593-0173

JOB DEVELOPMENT HANDBOOK

APPENDIX B Business Incentives (Continued)

Q: Can the Form 8850 be sent by fax or electronically via the Internet?

A: No. The Form 8850 must be sent by mail.

Q: Where can an employer obtain the Pre-Screening Notice, Form 8850 and Individual Characteristics Form, ETA 9061?

A: The Pre-Screening Notice, Form 8850, the Instructions for Form 8850, and the Individual Characteristics Form, ETA 9061 can be downloaded from the EDD internet site.

Follow the links to Forms and Publications, then to Forms and Instructions, and download Form 8850, Instructions for Form 8850, and ETA 9061.

Q: Where do you call to get more information?

A: Call the WOTC Center at (866) 593-0173 (toll free).

.2 Empowerment Zone and Enterprise Communities Tax Credits

A little time on the computer can reduce your federal tax liability and help a company's bottom line. Just log on to the [Address Locator](#) to see if your business is located in an Empowerment Zone. Review your employee roster to see if you have employees that live in the Empowerment Zone. From 2002-2009, your business could earn a yearly wage tax credit of up to \$3,000 for every employee that lives in an Empowerment Zone. Personal property that you purchased last year and use in an Empowerment Zone can be expensed, resulting in an

Additional \$35,000 in deductions each year from 2002-2009, through Increased Section 179 deductions.

Business can receive up to \$1,200 in Work Opportunity Tax Credits (WOTCs) if youth (18 to 24 year-olds) are hired from an Empowerment Zone between **May 1 and September 15**. Each youth hire can qualify for up to \$2,400 in WOTCs from the Empowerment Zone. It does not matter where the employee works for you, but you will need to obtain a certification that the employee qualifies from the State Employment Services Agency (SESA).

Increase the wage credit available to you by targeting your employee recruitment to residents of housing developments located in the Empowerment Zone. These residents can qualify the business for the Empowerment Zone Wage Credit or the WOTC.

Low-interest financing is available for businesses located in an Empowerment Zone. The financing is accomplished through a tax-exempt bond offered by a State or local government. Contact the Empowerment Zone organization of your municipal government to find out if you qualify to use this benefit to relocate or expand your business in the Empowerment Zone. Visit the [Community Renewal Tour site](#) for contact information for the director of the Empowerment Zone in your area.

JOB DEVELOPMENT HANDBOOK

APPENDIX B Business Incentives (Continued)

Contact the State Employment Services Agency (SESA) to find employees who will qualify your business for a WOTC. The SESA can certify the employees for your tax records and can help with your specialized training needs.

If you assign employees to provide construction work, security, lawn care, or similar services in specific areas of your community, you may be able to claim an Empowerment Zone wage credit. The credit is available for any employee who lives and works in the Empowerment Zone, regardless of the location of the business's headquarters. The credit can be calculated for the pay periods the employee worked in the Empowerment Zone. This credit began in 2002 and is available through 2009.

To find more information on Empowerment Zone tax incentives and to obtain a free copy of the publication, "Tax Incentive Guide for Businesses in the Renewal Communities, Empowerment Zones and Enterprise Communities", call 800-998-9999.

WORK OPPORTUNITY AND WELFARE-TO-WORK TAX CREDITS Information Sheet

DE 8721 Rev. 8 (03/05)

EMPLOYER GUIDE WORK OPPORTUNITY AND WELFARE-TO-WORK TAX CREDITS

DE 8722 Rev. 7 (3-05)

PRE-SCREENING NOTICE AND CERTIFICATION REQUEST FOR THE WORK OPPORTUNITY AND WELFARE-TO-WORK CREDITS

FORM 8850 (Rev. October 2002)

Department of the Treasury
Internal Revenue Service

INSTRUCTIONS FOR FORM 8850

PRE-SCREENING NOTICE AND CERTIFICATION REQUEST FOR THE WORK OPPORTUNITY AND WELFARE-TO-WORK CREDITS

INSTRUCTIONS FOR EMPLOYER WHEN AND WHERE TO FILE
(Revised October 2002)

**INDIVIDUAL CHARACTERISTICS FORM
WORK OPPORTUNITY AND WELFARE-TO-WORK TAX CREDITS
DE 8850** (Revised October 2002)

JOB DEVELOPMENT HANDBOOK

APPENDIX C JOB FAIR RESOURCES

- .1 In-House Recruitment/Mini Job Fair Time Line
- .2 Job Fair Time Line
- .3 Additional Job Fair Tips

Before the Job Fair begins, offer a seminar for businesses that will address some of their critical issues:

- Hiring employees;
- Retaining employees;
- Business incentives (e.g., tax credits); and
- Motivating, rewarding and recognizing employees.

- .31 Host preparatory seminars for the job seekers prior to the event. Topics to include, but are not limited to:

- Resume writing techniques;
- Interviewing techniques;
- How to handle rejection;
- Request a brief company profile that can be available to job seekers;
- Inform job seekers which businesses will be in attendance prior to the fair so they can research each company/organization;
- How to dress for success; and
- Building confidence.

- .32 Advertise in creative ways:

- Grocery Stores
- Laundromats
- Movie theaters
- Skating rinks
- Local restaurants
- Local retailers (where participants are already employed)
- Schools

- .33 Other recommendations to make your event a success:

- Follow-up with a thank you letter to each business that attended no more than 3 business days after the event.
- Bring plenty of pens for job seekers to complete applications;
- Request door prizes from businesses and raffle them every half hour or so. This may help to increase participation by participants while serving as a great marketing tool for businesses; and
- Make arrangements with a local copier service to provide an on-site copy machine. In return, offer them free advertisement for their services.

- .4 PA 250: Assets Management Request
- .5 PA 740: Service – Supply - Equipment Request Form
- .6 PA 1012: Multimedia Services Request

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources

The following expungement information was provided by the San Fernando Valley Neighborhood Legal Services and the Pepperdine Legal Aid Clinic.

.1 Cleaning Up a Criminal Record

.11 Criminal Records: What, Who How

The importance of criminal records is that a record can affect the following:

- (a) Employment
- (b) Business and occupational licensing
- (c) Civil rights (voting, jury duty, drivers' license, etc.)
- (d) Credit reports
- (e) Immigration consequences
- (f) Future contact with law enforcement

.12 What Is A Criminal Record And Where Is It Kept?

- .121 State summary criminal history record (rap sheet) is kept at the State Department of Justice (DOJ) in Sacramento
- .122 Local records of arrests and some convictions are kept by the LA County Sheriff's Department and the LA Police Department
- .123 Local Courthouse where you were convicted will have your criminal file

.13 Who Is Allowed Access To My Rap Sheet?

- (a) You,
- (b) Law enforcement agencies, including courts, probation and parole officers, prosecutors, peace officers, etc.
- (c) Public agencies to check for employment or licensing (including community care licensing) (Penal Code (PC) § § 11105, 13300)
- (d) Certain employers:
 - (1) Nuclear power plants and public utilities (PC § § 11105, 13300)
 - (2) Human service agencies for jobs with supervisory power over minors (for certain crimes) (PC § 11105.3)
 - (3) Security organizations (for certain crimes) (PC § 11105.4)
 - (4) Banks, credit unions, savings and loans
- (e) General public can access information about sex crimes requiring registration (for personal protection only)

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

.14 Who is not allowed access to my criminal record?

- (a) Most employers cannot require you to get a copy of your record as a condition of employment (and thus should not require you to sign an authorization for them to get it) (PC § § 1125, 13326)
- (b) Anyone not specifically authorized by law (see above list for who is authorized). If an unauthorized person gains access, there are criminal penalties and civil actions (PC § § 11141-3, 13302-4, Labor Code (LC) §432.7)

.15 Why are employers still finding my record (“The Loopholes”)

- (a) The general public has a right to access your file for a particular criminal case at the local courthouse unless it’s sealed
- (b) Consumer credit agencies may include information from criminal records (accessed from local courthouse files) in their reports
 - (1) They (consumer credit agencies) can keep records for only seven years [Civil Code §1785.13(6) and 15 U.S.C. §681 (c)(a)(5)]

.16 How do I get a copy of my criminal record?

- (a) (*Option I*) Call DOJ Application Program at (916) 227-3823 to request a form called “Application to Obtain Copy of State Summary Criminal History Record”. (See Sample Forms, Appendix D)
- (b) (*Option II*) Take the “Request For Live Scan Service” forms (See Sample Forms, Appendix D) (included in your packet) to any of the Live Scan Fingerprinting Services - along with the rolling fee (rolling fees vary from location to location) as well as, the \$25 DOJ application fee. Once processed, your fingerprints will be forwarded electronically to *California Department of Justice c/o: Record Review Unit*.

GAIN/GROW participants have the option to contact their GSWs for the processing fees or you can directly contact the DOJ to request the application fee to be waived for persons with “financial hardship”. For fee waiver consideration - call DOJ at **(800) 952-5225** and follow the voice prompt instructions. To request the “Application to Obtain Copy of State Summary Criminal History Record” packet *press ;1 then press 2 ;then press 1; then press 3 then press 1; then press 1* (to have forms mailed). Leave the information requested - then when prompted state that you are requesting a **‘Fee Waiver Packet’** instead of a ‘record review packet’.

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

- (c) After the packet has been returned – it will take 6-12 weeks to receive record from DOJ. If, for any reason, you do not receive your rap sheet within the designated time period, please call (916) 227-3849 to speak to a representative. Make sure you have ATI Number available which will be indicated on your copy of the Live Scan Service form.
- (d) If there are discrepancies on your 'rap sheet' – DOJ will correct if you explain the mistake(s) and provide proof along with a completed "Claim of Alleged Inaccuracy or Incompleteness" to DOJ.
- (e) To obtain a copy of your rap sheet from the FBI, write to:

*U.S. Department of Justice
Federal Bureau of Investigation
1000 Custer Hollow Road
Clarksburg, WV 26306*

There is a fee of \$18 and make check or money order payable to "U.S. Treasurer." Your letter to the FBI should state that you are requesting your rap sheet under the Freedom of Information Act. Include your name, address, date of birth, place of birth, and a complete set of fingerprints. The fee will be waived if you send a notarized letter explaining that you cannot pay the fee.

.2 Cleaning Up a Criminal Record: Arrests

.21 May an employer ask about my arrest record?

- (a) Under the California Code of Regulations (CCR) §7287.4(d), a private employer cannot ask you about any misdemeanor conviction that has been successfully "expunged." The general rule is: no employer may ask about an arrest that did not lead to conviction on a job application or in a job interview, and may not rely on arrests in making an employment decision (LC §4327).
- (a) Exceptions (LC §4327)
 - (1) Any employers: may ask about current arrests pending trial
 - (2) Law enforcement: applications for jobs in law enforcement may be asked about any arrest
 - (3) Health care facilities
 - (A) If position has regular access to patients, may ask about arrest for certain sex crimes
 - (B) If position has access to drugs and medication, may ask about arrest for drug offenses

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

.22 Remedies: What can I do if a potential employer asks about arrests or refuses to hire based on arrest?

- (a) Labor Code §432.7: can recover \$200 or actual damages for an unintentional violation and \$500 or triple actual damages for an intentional violation
- (b) Reality: hard to prove the reason not granted the job was the arrest record

.23 How can I get rid of an arrest-only record? (Arrests that did not lead to conviction)

- (a) File a “Petition to Seal and Destroy and Arrest Record” (PC § 851.8)
- (b) When?
 - (1) For arrests occurring on or after January 1, 1981, if no indictment was filed, anytime up to two years from date of arrest. If indictment filed, anytime up to two years from date indictment filed
 - (2) The court may extend this time limit if there is a good reason for delay
- (c) How?
 - (1) **Contact the proper entity** and ask what the procedure is for getting an “arrest-only: case sealed: If an indictment has not yet been filed, prepare a petition to “seal and destroy” arrest records for every case you wish to have sealed. File in the police or sheriff’s department where arrested.
 - (2) Because procedures vary – you may need to go in person, show a photo ID, give fingerprints, pay fee or sign fee waiver
 - (3) Must be able to show “factual innocence”
 - (A) If you get approval of your petition from the prosecutor’s office (DA), much easier to get arrest sealed
 - (4) The court will look at your whole record in determining whether to approve petition, and may call you in for a hearing
 - (5) Can take up to six months

.24 Results:

- (a) If court finds that you are factually innocent, arrest is deemed not to have occurred
- (b) Arrest record is sealed for three years from date arrest and then destroyed
- (c) Arresting agency must contact all relevant agencies, including DOJ, to provide the update for their records

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

- (d) You should check to make sure that DOJ has received a copy of the order to seal your record

.25 What if I was assigned to a diversion program for drug offenders?

- (a) If you successfully completed this program, your guilty plea changes to a “detention” and, like an arrest, an employer may not ask about this and you can answer “no” if asked – unless applying to be a peace officer

.3 Cleaning Up a Criminal Record: Juvenile Records

.31 Who can seal a juvenile delinquency record?

- (a) If your case began and ended in juvenile court, you can file a Petition for Sealing of Juvenile Records under Welfare and Institutions Code (WIC) §781
- (b) Can seal at age 18 or five years after your case was closed (whichever comes sooner)
- (c) May not be available if you:
 - (1) were later convicted of another crime (especially a “non-wobbler” felony – See *section VI. A* below – or a crime of ‘moral turpitude’)
 - (2) have a criminal case currently pending in the courts, or
 - (3) have done something that might lead to a conviction in the future
- (d) Check with your juvenile probation officer for help in determining if you are likely to qualify
- (e) Must wait six years from date crime committed to seal record of certain serious offenses like murder, armed robbery, assault with a firearm, etc, – see *list in WIC §707(b)*

.32 How do I seal my juvenile record?

- (a) File a “Petition to Seal Juvenile Records” with the juvenile court clerk (obtain form from the clerk’s office). Ask what the procedure is for getting juvenile records sealed in that court
- (b) Serve a copy of your petition on the DA and probation department
- (c) Probation department will prepare the report for the judge – it’s a good idea to call them and give them all the information about how you’ve been rehabilitated and make sure there are no problems with their recommendation to the judge

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

- (d) Judge determines whether to order your record sealed (you may be required to attend a hearing in court)
- (e) Court forwards order to agencies which have a copy of your record
 - (1) you should check in about 6 months to make sure that the agencies have updated your file.

For more information, see Warren Siegel, *How to Seal Your Juvenile & Criminal Records: Legal Remedies to Clean Up Your Past 10/4 – 10/8* (1997).

.33 What is the result of sealing my juvenile record?

- (a) In general, can answer “no” to any questions about your record – the record no longer exists
- (b) Exceptions
 - (1) Auto insurance companies are allowed by DMV to see your sealed juvenile records for the purpose of determining auto insurance rates
 - (2) If juvenile conviction was for a violent or other serious felony, it’s possible that your record may be used against you if you are charged with a future crime (i.e. may count as a “strike” under the *Three Strikes laws*)

.4 Cleaning Up a Criminal Record: Adult Convictions

.41 What is an “expungement”?

- (a) An “expungement” occurs when the court **dismisses your conviction** or the conviction is **set aside and dismissed** under the California Penal Code § § 1203.3, 1203.4 (if you were given probation), or 123.4a (if you were not given probation).

.41 What is an “expungement”? (Continued)

- (b) Benefits
 - (1) Allows you to answer “no” when asked by employers if you have ever been convicted (2 CCR §72887.4)
 - (2) May help you get a public job, business or occupational license from the government
 - (3) For felons, allows you to apply for a certification or rehabilitation

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

.42 What are the limits of an “expungement?”

- (a) Does not physically remove the conviction from your record at the local court house or with the state DOJ; however, rather than being designated as a “conviction,” your “rap sheet” will state the conviction has been set aside and **“DISM FURTH OF JUST”**
- (b) Expunged conviction can still be used as priors and strikes
 - (1) Expunged conviction can still affect driving privileges (convictions for major traffic offenses)
 - (2) Expunged conviction do not relieve you of a duty to register as a sex offender
 - (3) Expunged conviction will not enable you to possess a firearm for ten years in most instances
 - (4) Must still disclose conviction
 - (A) in an application for public office*
 - (B) to state or local licensing agencies (for example, a nursing license, day care license, etc)
 - (C) for contracts with the state lottery
 - (D) INS

**You do not need to disclose on applications for all public employment; however, since these employers will have access to your record, you may want to reveal the conviction and state that it has been expunged, or set aside and dismissed, which should make you a better candidate for a public job or a license*

.43 What are the requirements for “expungement?”

- (a) Must have paid all court fines, restitutions, and fines and completed all public service ordered by the Court

.43 What are the requirements for “expungement?” (Continued)

- (b) Must not be currently charged with, or expect to be charged with any criminal or serious traffic offense
- (c) Must not be serving a sentence for anything, or on parole or probation
- (d) Not available for marijuana possession offenses (which are automatically destroyed two years after the conviction under Health and Safety Code § 11361.5c) or for failing to obey a traffic officer

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

.5 Cleaning Up a Criminal Record: Expunging a Misdemeanor

.51 Determine which section of the Penal Code to use

- (a) If convicted of a *misdemeanor and probation is successfully completed*: (PC § 1203.4), you may apply directly for expungement and no hearing is required by submitting a “**Petition and Order Under P.C. 1203.4 or P.C. 1203.4a.**” This is a form that asks the Court to dismiss your conviction. *You may submit this Petition if you meet the following conditions:*

- (1) You are not currently serving a sentence for any crime;
- (2) You are not currently on probation for any crime;
- (3) You are not charged with a new crime;
- (4) You have completed all of the terms of your sentence, including payment of all fees, fines, etc.

However, if you are still on probation, you may contact the Public Defender in the county you were convicted, and request to have your probation terminated early. If you probation is terminated early, you may submit a Petition as stated above

- (b) If convicted of a *misdemeanor and probation was not apart of sentence*: (PC § 1203.4a), you must wait one year after the date of your conviction to apply for expungement - submit your “**Petition Order Under P.C. 1203.4 or P.C. 1203.4a.**” *You may submit this Petition if you meet the following conditions:*

- (1) You are not currently serving a sentence for any crime;
- (2) You are not currently on probation for any crime;
- (3) You are not charged with a new crime;
- (4) You have completed all of the terms of your sentence, including payment of all fees, fines, etc.

.52 File your petition at the court where your were convicted

- (a) Complete paperwork (see forms packet for samples)
- (1) Submit appropriate petition and order – with the following information:
 - (A) The name of the Court where you were convicted
 - (B) The name under which you were convicted
 - (C) Your case number
 - (D) The Code and section number that you violated (for example, Penal Code § 647(b)) and your plea
 - (E) The date of your conviction
 - (F) Indicate where you got probation

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

- (G) If you were given probation: whether you picked up any other offense during the period of probation, *regardless of whether you were formally violated*.
- (2) *Optional:* include a letter explaining why expungement should be granted, and references letters from employers, teachers, clergy, etc
- (3) Fee or fee waiver
- (4) Proof of service (most courts require that you serve the DA, ask the court clerk)
- (b) For § 1203.3, you must go to a hearing; for § 1203.4, judge usually determines without hearing
- (c) Should receive order in 2-3 months
- (d) Court will forward order to all agencies involved in your conviction and the DOJ to update their records
- (e) You have 60 days to file an appeal if the judge denies your petition; or, you can re-file if you realize you filled out the form wrong

.6 Cleaning Up a Criminal Record: Expunging a Felony

.61 Determine if your conviction was for a “wobbler”

- (a) Definition:
 - (1) Wobbler - a crime that can be classified as either a felony or misdemeanor (thus, it “wobbles” between being a felony and misdemeanor)
 - (2) If the Penal Code section under which you were convicted gives the judge a choice of sentencing you to county jail or state prison, the crime is a “wobbler”. (See Definitions, Appendix D)
 - (A) **Example:** under Penal Code 141.1(a) the statute states that a person convicted of falsely reporting a bomb to the police “is guilty of a crime punishable by imprisonment in the *state prison*, **or** imprisonment in the *county jail* not to exceed one year.” (emphasis added)

.62 When a conviction under a “wobbler” statute is considered a felony (and you will need to apply to reduce it to a misdemeanor):

- (a) If the district attorney charged you with a felony and the judge sentenced you to state prison, then you were convicted of a felony.

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

- (b) If the judge suspended your sentence to state prison, granted probation instead, and *did not* declare the offense a misdemeanor at the time of conviction, then the conviction was for a felony.

.63 When a conviction under a “wobbler” statute is considered a misdemeanor and you don’t need to reduce it to a misdemeanor, because it already IS one:

- (a) If upon conviction the judge sentenced you to probation without time in the state prison *and* declared the offense to be a misdemeanor, then the conviction was for a misdemeanor.
- (b) If the judge committed you to the California Youth Authority and declared the offense to be a misdemeanor, then you were convicted of a misdemeanor. Even if the judge does not declare the crime to be a misdemeanor, it will be considered a misdemeanor for all purposes after the defendant’s release from the Youth Authority.
- (c) If the judge states at the time of conviction that after probation is complete the felony will be reduced to a misdemeanor, then after the completion of probation the conviction is considered a misdemeanor.

.64 If you were convicted of a “wobbler felony”, you can petition the court to reduce the felony to a misdemeanor:

- (a) The felony must have been considered a “wobbler” at the time of the conviction.
- (b) File a petition under Penal Code 17(b)(3). The court clerk can give you the form.
- (c) You can reduce and expunge a “wobbler” felony conviction
 - (1) file a § 17(b)(3) petition to reduce the felony to a misdemeanor AND
 - (2) file a § 1203.4 petition to expunge the misdemeanor
 - (3) LA County has a form allowing you to request both at once (see form packet)

.65 Non-wobbler felonies

- (a) If you served in *jail and/or probation* was given as part of your sentence, your felony may be reduced to a misdemeanor, “expunged” or both. You can request that your felony
 - (1) be reduced to a misdemeanor and
 - (2) be expunged with just one form
 - (A) This may be done by submitting a “Petition and Order Under P.C. 17 (b) (3) and/or P.C. 1203.4.”

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

- (b) The same *conditions* follow as above for misdemeanors
- (c) *Note*: you cannot expunge a non-wobbler felony where probation was not granted as part of the sentence
- (e) If you served *prison time* for your felony conviction, that conviction cannot be “expunged.” You may, however, apply for a “Certificate of Rehabilitation.”

.66 Certificate of Rehabilitation (PC §§ 4852 et seq)

- (a) Available only for felony convictions
- (b) Or convicted of a misdemeanor sex offense under Section 290 of the California Penal Code
- (c) Requirements:
 - (1) Must first obtain an expungement order under § 1203.4
 - (2) Must satisfy waiting period requirements (usually five to seven years from time of conviction, if given probation, or from time placed on parole, if you served a prison sentence)
 - (3) File petition in court where conviction occurred
 - (4) You will have a hearing before a judge
- (d) If granted, the DOJ, FBI and other agencies will be notified so they can update their records to add fact that Certificate of Rehabilitation was granted
- (e) Your Certificate of Rehabilitation will be forwarded to the Governor to request a pardon, but these are rarely granted
- (f) You are **ineligible** for a certificate if you have been incarcerated for any reason since your release or expungement of your conviction. If you have been convicted of certain sex offenses, you also may not apply.

.67 Special treatment of marijuana offenses

- (a) For certain possession and other minor marijuana-related charges, DOJ must automatically remove this record within 2 years of the arrest (if not convicted) or 2 years of the conviction (if convicted) (11361.5c H&S (Health and Safety Code))
- (b) For pre-1976 convictions, your convictions will not automatically be removed; you must fill out a form (“Application to Destroy Arrest/Conviction Records”) and send it with a fee of \$37.50 to the state DOJ

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

- (c) You must have:
 - a) Served any sentence
 - b) Successfully completed probation
 - c) Paid any fines

.7 Licensing Issues

.71 How will my prior convictions affect my ability to get a business or occupational license?"

- (a) Must disclose convictions, even if expunged or certificate of rehabilitation granted, when asked a direct question on an application for a license (PC § 1203.4)
- (b) If license denied, can appeal and show evidence of rehabilitation (letters from counselors, clergy, employers, teachers, etc)
- (c) In general, the licensing agency can deny a license if the crime is "substantially related" to the job that requires licensing

.72 How will my convictions affect my application for a license to provide child care or my ability to work in a child care center? (Health and Safety (H & S) Code § 11596.871; 22 CCR § 101170)

- (a) Applicants for licenses for all types of child care facilities must submit prints (of the license holder, all care providers, and any adult residing in the facility) to the Department of Social Services Community Care Licensing Division (CCLD)
- (b) *If your record check contains a "hit":*
 - (1) for license applicants, the CCLD will consider whether an exemption should be granted. You will have an opportunity to send in information pertaining to your criminal record and rehabilitation
 - (2) for employees, you will be denied employment if you have a felony conviction, or certain serious misdemeanors. You or the child care facility must then apply for an exemption. For most misdemeanors, you will not be excluded from employment
- (c) Certain crimes are "non-exemptible" and can prevent you from ever getting a license or working in a child care facility (murder, rape, assault with a deadly weapon, child, spouse or elder abuse, sexual assault, any felony involving great bodily harm against a person, etc.) (H & S § 1596.871(f))

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

- (1) For other crimes, the agency will evaluate various factors to determine if you have been “rehabilitated,” including: (22 CCR § 101170 (g))
 - (A) The nature of the crime
 - (B) Period of time since the crime was committed
 - (C) Circumstances surrounding the commission of the crime that would demonstrate the unlikelihood of repetition
 - (D) Activities since conviction, including employment or participation in therapy or education, that would indicate changed behavior
 - (E) A full and unconditional pardon granted by the Governor
 - (F) Character references
 - (G) A certificate of rehabilitation from a superior court
- (2) If the exemption is not granted, and your license application is denied, you can appeal your case to an Administrative Law Judge (ALJ). The ALJ’s decision will be sent to DSS for a final decision. If your license is still denied, you can file a writ to have your case heard in superior court.

.73 What if I want to be a “license-exempt” child care provider? (H & S § 1596.60 et seq.)

- (a) License-exempt child care providers who receive CalWORKs funding (or certain other state or federal funding) must use Trustline for a criminal record.
- (b) The exemption standards for Trustline applicants are the same as for licensed facilities and care-givers, describe under B above.

JOB DEVELOPMENT HANDBOOK

List of Wobbler Felonies

PENAL CODE	CRIME	PENAL CODE	CRIME
245a	Assault With a Deadly Weapon	476a	Fictitious Check
242	Battery	470, 484f	Forgery, Credit Card Forgery
243b	Battery on a police officer	487, 484g	Grand Theft, Use of a Stolen Credit Card for More Than \$400 Within a 6 Month Period
273.5	Battery – Sexual	192c, 1,3	Involuntary Manslaughter Vehicle
273.5	Battery – Spouse	475	Possession of Forged Bill or Check
243.3	Battery – Transit Personnel	496	Receiving Stolen Property
337a	Bookmaking	4550(2)	Rescuing a Prisoner
459	Burglary – Second Degree	246	Shooting at a Dwelling
273a	Child Abuse	532	Theft – False Pretenses
280	Child Concealing	452	Unlawfully Causing Fire
278	Child Stealing	261.5	Unlawful Sexual Intercourse With Minor Female
12025a	Concealed Weapon Without License by Convicted Felon	594b	Vandalism – Damages Exceed \$5,000
182(4)	Conspiracy to Cheat, Defraud or Obtain Money by False Pretenses		
288a	Copulation With Minor Between 16-18	VEHICLE CODE	
537a2	Defrauding Hotel, Restaurant of Over \$400	20001	Hit and Run With Personal Injury
246	Discharging Firearm in Building	10851	Vehicle Theft
503	Embezzlement		
266	Enticing Female Under 18 for Prostitution	HEALTH AND SAFETY CODE	
148.1a	False Bomb Report	11368	Forgery or Alteration of a Prescription
236	False Imprisonment	11366	Maintaining Place for Purpose of Selling Narcotics
		11363	Planting and Harvesting of Peyote
Note: This is a list of common wobblers, but it does not include all.		11357a	Possession of Concentrated Cannabis (Hashish)

**JOB DEVELOPMENT
HANDBOOK**



BILL LOCKYER
Attorney General

State of California
DEPARTMENT OF JUSTICE

P.O. BOX 903417
SACRAMENTO, CA 94203-4170

January 11, 2006

SAMPLE CRIMINAL HISTORY LETTER

John Doe
12345 North East Avenue
Anytown, CA 90000-1111

Dear Mr. John Doe,

Enclosed is a copy of your state summary criminal history record as maintained by the California Bureau of Criminal Identification and Information. This record has been released under the provisions of California Penal Code Sections 11120 – 11127.

If you wish to challenge the accuracy or completeness of this record, please complete and return the enclosed form (BCII 8706).

If you have any further questions, please address your correspondence to the Record Review Unit at the above address.

Sincerely,

BILL LOCKYER
Attorney General

Robert Santos

Robert Santos, Assistant Manager
Record Support Section
Bureau of Criminal Identification
and Information

RS:lh
Enclosures
BCII 8711 (Rev. 11/99)

**JOB DEVELOPMENT
HANDBOOK**



BILL LOCKYER
Attorney General

State of California
DEPARTMENT OF JUSTICE

**BUREAU OF CRIMINAL IDENTIFICATION
AND INFORMATION**
P.O. BOX 903417
SACRAMENTO, CA 94203-4170

CLAIM OF ALLEGED INACCURACY OR INCOMPLETENESS

I have examined a copy of my California State Summary Criminal History Record as contained in the files of the Department of Justice, Bureau of Criminal Identification and Information, and wish to take exception to its accuracy and or completeness.

NAME: _____
 LAST NAME FIRST NAME MIDDLE NAME

CII NUMBER: _____ DATE: _____

Complete a statement for each error or inaccuracy claimed. Use additional paper if necessary. Attach copies of any proof or corroboration available.

SIGNATURE

Return this form to the attention of the Record Review Unit at the California Department of Justice, Bureau of Criminal Identification and Information, P.O. Box 93417, Sacramento, CA 94003-4170.

BCII 8706 (Rev 4/99)

JOB DEVELOPMENT HANDBOOK

SAMPLE CRIMINAL HISTORY (RAP SHEET)

STATE OF CALIFORNIA REQUESTED FOR: CADJSACRAMENTO
DEPARTMENT OF JUSTICE ATTN: RECORD REVIEW G231
BUREAU OF CRIMINAL REQUESTED BY: CA0349400 MNEMONIC: CJGM
IDENTIFICATION DATE: 20051001 TIME-06: 28: 30 PAGE : 001

CRIMINAL HISTORY TRANSCRIPT FOR OFFICIAL USE ONLY
UNAUTHORIZED USE IS A CRIMINAL OFFENSE

***I I I CALIFORNIA ONLY SOURCE RECORD

① CII NUMBER DOB SEX RACE HGT WGT EYE HAIR POB
A12345678 19010101 M BLACK 611 250 BRO BLK CA

② NAMES
01 DOE, JOHN 02 DOE, JOHN PUBLIC
03 DOE, JOHN P

MISCELLANEOUS NUMBERS
FBI - 765432BL1
DOB - 1901010119010110
CDL - N0123456
SOC - 500000000

OCCUPATIONS
STUDENT

DATE AGENCY / FILE NUMBER NAME COUNT ACTION

③ ARREST / DETAINED / CITED DOB: 19010110
19820809 PD LOS ANGELES 01 01 484 (A) PC- THEFT
388555t 89894371
ADR: 1326 W IMPERIAL HWY, LOS ANGELES, CA
SCN: 4532106789

④ COURT ACTION
⑤ 19821125 CASCLOS ANGELES METRO 01 01484 (A) PC - THEFT

-CONVICTED-PROB / JAIL
MISDEMEANOR
SEN: IMP SEN SS 12 DS PROB, 1 DS JL, \$200 RSTN

ARREST / DETAINED / CITED DOB: 19010101
19880213 CAPDLOS ANGELES ⑥ 02 01 647 (B) PC-DISORDERLY
22000473C- 9498956 CONDUCT: PROSTITUTION

COURT ACTION
19880525 ⑥ CAMCLOS ANGELES METRO 02 ⑨ 01 ⑩ 647 (B) PC-DISORDERLY
⑦ 88R14846 CONDUCT: PROSTITUTION

⑪ -CONVICTED-PROB / JAIL
⑫ MISDEMEANOR
⑬ SEN:
012 MONTHS PROBATION, 005 DAYS
JAIL, 045 DAYS JAIL SS

California Penal Code Section 11125 states:
"No person or agency shall require or request another Person to furnish a copy of a record or notification That a record exists or does not exist, as provided in Section 11124. A violation this section is a Misdemeanor."

Dated: JAN 11 2005

Reading a Criminal History from the California Department of Justice

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

1. Line 1 contains all the standard statistical information about the subject. The CII Number is the Criminal Identification Index. It is assigned to a person when they are arrested. So, not everyone has a CII number.
2. List all names used at the time of each arrest. Next to each number (01-03 for example purposes) is the name used.
3. "Arrest / Detained / Cited." This entry is typically not important unless someone is attempting to seal an arrest record.
4. "Court Action" - Important piece of information
5. 19821125. This the date of conviction – November 25, 1982.
6. CAMCLOS ANGELES. That identifies the court in which the person was sentenced and convicted. **CAMC** = California Municipal Court and **Los Angeles** identifies the city of the court. On other entries you may see **CASC** which means **California Superior Court**. (Note: before filing a petition, you may want to call the court and make sure it's the right one to file the petition.)
7. 88R14846. This is a case number.
8. 02. The person convicted used the name listed in line 2 under #2 (Names). If more than one name appears on your rap sheet - pick the alias that corresponds with 02 listed in the *Name Section* in 02. When you complete the 1203.4 Petition, make write the defendant's true name (in our example - John Doe); aka 'John Public Doe.'
9. 01. Identifies how many counts for that particular offense.
10. 647 (B) **PC** –refers to the Penal Code used. Some other code abbreviations include: **HS** Health and Safety, **WI** Welfare and Institutions; **BP** Business and Professions.
11. 'Convicted – Prob/ Jail / Jail SS.' Translate to Mr. John Doe was convicted of one count and received a sentence of probation with jail time – but the jail sentence was suspended after 5 days already served. On this particular case, Mr. Doe can indicate on his Petition that probation was received.
12. Misdemeanor. This entry indicates that this case resulted in a misdemeanor conviction.
13. SEN: Again, the sentence.

JOB DEVELOPMENT HANDBOOK

APPENDIX D Expungement Resources (continued)

APPLICANT LIVE SCAN Fingerprint Services Locations and Hours of Operation

Below is a listing where Live Scan fingerprinting services are available to the public. This list is updated as additional information is received. However, applicants are encouraged to contact the Live Scan providers in advance to verify their current operating hours, fees, etc.

Please Note:

- Applicants must present a valid photo identification to the Live Scan Operator. Expired identification cards will not be accepted.
- Rolling fees vary from location to location and cover only the operator's cost for rolling the fingerprint images. Additional processing fees are required for the State (DOJ) and Federal (FBI) level criminal history record checks. Other fees may also be required (i.e., license fees).

Live Scan Providers - Please note: Due to an increase in Live Scan Provider listings, the department will be standardizing the information that appears here.

LEGEND: **Wlk**=Walk-Ins

Page revised: January 12, 2006.

• LOS ANGELES COUNTY			
Location	Hours	Rolling Fee	Acceptable Forms of Payment
Burbank LSID J53 Advanced Tech Security 455 North Moss Street Burbank, CA 91502 Contact: (818) 487-4060	M-F (9am-5:30pm)	\$20.00	Cash
Burbank LSID S56 American Fingerprinting Livescan 1516 N. San Fernando Rd. #203 Burbank, CA 91504 Contact: (818) 434-0340	M-F (9am-3pm, 4pm-6pm) Wlk E-mail address: bdrivingschool@sbcglobal.net Mobile service 7 applicants minimum. Discounts for groups	\$18.00	Cash Cashier's Checks Checks Credit Cards Money Orders
Burbank LSID 092 City of Burbank Management Services Department 275 E. Olive Avenue Burbank, CA 91502 Contact: (818) 238-5340	M-F (8am-12pm, 1-5pm) Appt. only	\$22.00	Cash only

JOB DEVELOPMENT HANDBOOK

Burbank LSID R20 Live Scan Express Mobile Unit - Call for appointment Burbank, CA Contact: (818) 612-0401	7 days a week Appt. only Any Time We do Child I.D. E-mail address: livescanexpress@aol.com Call to schedule our Mobile Unit. Discounts for groups	\$18.00 - \$25.00	Cash Cashier's Checks Business Check's Accounts Available Money Orders
Canoga Park LSID K18 Business Central Walk-In Service 6911 Topanga Canyon Blvd., Ste. 201 Canoga Park, CA 91303 Contact: (818) 887-5252 or (818) 667-1786 Mobile services in Kern, Los Angeles, Orange, Riverside, San Bernardino, Santa Barbara, Ventura counties.	M-F (8:30am-5pm) Wlk Sat (10am-3pm) Wlk Sunday by appointment. Call for before and after hours, Sunday and holiday appointments. E-mail address: businesscentral@sbcglobal.net	\$17.00 Notary Passport Photos Immigration Photos Income tax	Cash Checks American Express Discover MasterCard Visa Debit Money Orders
Claremont LSID 808 Claremont Police Department 570 West Bonita Avenue Claremont, CA 91711 Contact: (909) 399-5411	M, T (8-10:30am, 1:30-3pm) W-F (1:30-3pm) Appt. only	\$10.00	Cash Checks MasterCard Visa
Compton LSID G35 Compton City College 1111 Artesia Blvd. Compton, CA 90221 Contact: (877) 477-4688	Tuesday only (10am-1pm) Appt. only Located inside the campus police office. Ink cards available. E-mail address: jorge@usfingerprinting.com U.S. Fingerprinting Incorporated Mobile Service	\$20.00	Accounts Available Cash Cashier's Checks Money Orders Credit Cards
Compton LSID N63 Compton City College 11110 Alondra Blvd. Compton, CA 90221 Contact: (626) 583-8830 or (877) 477-4688	M-F (9am-6pm) Wlk or Appt. Sat (9am-12pm) Wlk or Appt. Statewide mobile Live Scan service. Capable of fingerprinting 1,000 applicants per day. Ink cards available. E-mail address: jorge@usfingerprinting.com U.S. Fingerprinting Incorporated Mobile Service	\$20.00	Accounts Available Cash Cashier's Checks Money Orders Credit Cards
Covina LSID K99 California Live Scan Providers/ California Notary Seminars 750 Terrado Plaza #104 Covina, CA 91723 (Behind Bank of The West) Contact: (800) 358-6373 or (626) 331-7366	M-F (8am-6pm) Wlk Sat, Sun (8am-1pm) Wlk Guaranteed same day submission. Disability Access. Mobile to your door livescan service. Late appointments ok! E-mail address: notaryhelp@msn.com California Live Scan Providers/California Notary Seminars Mobile Services available.	\$30.00	Cash Cashier's Checks Credit Cards Money Orders

JOB DEVELOPMENT HANDBOOK

Covina LSID K17 American Security Group, Inc. 133 West Cottage Drive Covina, CA 91723 Contact: (626) 331-1500	M-Sat (9am-7pm) Appt. only Same day service available at most locations. Mobile services available for groups over 20. Call to schedule an appointment. E-mail address: matos@asgsec.com Our system is a mobile unit and an appointment is needed for all off-site appointments.	\$20.00	Cash Cashier's Checks Checks Credit Cards Money Orders
Covina LSID D43 Identix ID Services 908 N. Citrus Avenue Covina, CA 91722 Contact: 1 (800) 315-4507	T, Th, F (9am-4pm) Appt. only Same day service available at most locations. Mobile services available for groups over 30. Call to schedule an appointment.	\$20.00	Cashier's ChecksBR>Checks Credit Cards Billing Accounts Money Orders No Cash Please!
Culver City LSID 639 Culver City Police Department 4040 Duquesne Avenue Culver City, CA 90232 Contact: (310) 253-6110 (Recording) (310) 253-6208 (Front Desk)	M-F (8am-3pm)	\$20.00	Cash MasterCard Visa
Culver City LSID 975 Identix ID Services 6167 Bristol Pkwy., #400 Culver City, CA 90230 Contact: 1 (800) 315-4507	M-F (9am-4pm) Appt. only Same day service available at most locations. Mobile services available for groups over 30. Call to schedule an appointment.	\$20.00	Checks Cashier's Checks Credit Cards Billing Accounts Money Orders No Cash Please!
El Segundo LSID 836 El Segundo Police Department 348 Main Street El Segundo, CA 90245 Contact: (310) 524-2200	Open 24 hours a day, 7 days a week No appointment required, based on officer availability. No INS Fingerprinting available. We are only accepting applications with a billing code.	\$10.00	Cash (Exact change)
Encino LSID H07 AAP ID Centers Walk In Service Division of AMERITEK ID 16161 Ventura Blvd., Suite 222 Encino, CA 91436 Contact: (818) 995-3011 Mobile services in Imperial, Kern, Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Luis Obispo, Santa Barbara, Ventura counties.	M-F (9:30am-4:45pm) Appt. or Walk-ins accepted. Sat (10am-2pm) Appt. or Walk-ins accepted. E-mail address: info@aapidcenters.com AMERITEK ID Mobile Service available for groups over 10.	\$20.00	Business Checks Cash Cashier's Check Debit Cards MasterCard Money Orders Visa

JOB DEVELOPMENT HANDBOOK

Glendale LSID K40 AccuScan ID 100 North Brand Blvd. Suite #204 Glendale, CA 91203 Contact: (818) 332-7996	M-F (10am-6pm) Appt. only Sat. (10am-2pm) Appt. only Same day appointments often available. Located on 2nd floor of the Community Bank Building.	\$17.50	Cashier's Checks Checks Money Orders Debit MasterCard Visa No Cash Please
Glendale LSID 670 City of Glendale 613 E. Broadway, Personnel Rm. 100 Glendale, CA 92106 Contact: (818) 548-2110	M-Th (9:30am-3:30pm) Appt. only	\$18.00 Call to verify fees.	Cashier's Checks Money Orders
Glendora LSID C47 Citrus Community College 1000 West Foothill Blvd. Glendora, CA 91741 Contact: (877) 477-4688	M-Th (9am-6pm) Wlk or Appt. F, Sat (9am-4pm) Wlk or Appt. Located inside the Life Long Learning Center Building. Statewide mobile Live Scan service. E-mail address: jorge@usfingerprinting.com U.S. Fingerprinting Incorporated Mobile Service	\$20.00	Cash Cashier's Checks Money Orders Credit Cards
Hacienda Heights LSID N76 Access Fingerprinting Services 2211 S. Hacienda Blvd. Suite 112 Hacienda Heights, CA 91745 Contact: (909) 390-6677	M-F (9am-5pm) Wlk No appointment necessary. E-mail address: info@accessfingerprinting.com Notary available	\$20.00 Wlk \$18.00 Appt.	Cash Cashier's Checks Checks Credit Cards Money Orders
Hawthorne LSID B43 City of Hawthorne 4455 West 126th Street Hawthorne, CA 90250 Contact: (310) 970-7936	M-Th (9am-12pm, 2-5pm) Appt. only Call for an appointment.	\$20.00 Additional fees will apply.	Cash Cashier's Checks Credit Cards Money Orders
Huntington Beach LSID J52 National Background Security Services, Inc. Live Scan Division (NBSS) 18090 Beach Blvd., Suite #10 Huntington Beach, CA 92648 Contact: (714) 843-9504	M, W, F (9am-5pm) T, Th (9am-6pm) Sun Appt. only Will do Walk-ins. Mobile Services Available. Request for Live Scan Forms are available for Notary, Attorney, DRE, DMV, RN, CRN, PI, and security guards for FREE.	\$21.00 \$36.00 on Sundays.	All forms of payment.
Huntington Park LSID K83 Access Fingerprinting Services 2425 Slauson Ave., Ste. 102 Huntington Park, CA 90255 Contact: (866) 774-6850	M-F (9am-5pm) Wlk E-mail address: info@accessfingerprinting.com Access Fingerprinting Services Mobile Services available.	\$20.00	Cash Cashier's Checks Checks Credit Cards Money Orders

JOB DEVELOPMENT HANDBOOK

Huntington Park LSID R26 Centro Financiero Amigo 2451 E. Florence Avenue Huntington Park, CA 90255 Contact: (323) 277-6700	M-F (9am-8pm) Wlk Sat, Sun (9am-7pm) Wlk E-mail address: info@centrofinancieroamigo.com	\$20.00	Cash
Huntington Park LSID L22 Huntington Park Police Department 6542 Miles Avenue Huntington Park, CA 90255 Contact: (323) 826-6622	M-F Appt. only Call for appointment times.	\$35.00 Must have ORI# of requesting agency	Cash Money Orders
Inglewood LSID 646 Inglewood USD 1401 S. Inglewood Avenue Inglewood, CA 90301 Contact: (310) 419-2754	M (10am-4pm) Appt. only T-F (8:30am-4pm) Appt. only	\$12.00	Money Orders
Inglewood LSID R24 Prolab 1 Hour Photo 300 S. Market Street Inglewood, CA 90301 Contact: (310) 674-8910	M-F (9am-6pm) Wlk Sat (10am-5pm) Wlk 5 minute passport photo Notary Public No appointment necessary. E-mail address: info@fotokard.com	\$15.00 (Cash) \$17.00 (Credit/debit card)	Cash Cashier's Checks Credit Cards Money Orders
La Canada LSID J64 Crescenta-Canada YMCA 1930 Foothill Boulevard La Canada, CA 91011 Contact: (818) 790-0123 x217	M-F (7am-7pm) Wlk Appt. preferred E-mail address: kellyy@ymcacc.org	\$10.00 non-profit \$20.00 for all others	Cash Credit Cards
Lakewood LSID B63 City of Lakewood 15 Lakewood Center Mall Lakewood, CA 90712 Contact: Appointments (562) 920-5080 information (562) 920-5099	M-F (9:30am-8:30pm) Appt. only Sat (10:30am-5:30pm) Appt. only Sun (11:30am-6pm) Appt. only Located in Sheriff's Safety Center inside Mall.	\$22.00	Cash Checks Credit Cards
Lancaster LSID R98 American Post N Parcel 43759 15th Street West Lancaster, CA 93534 Contact: (661) 942-1150	M-F (9am-5:30pm) Wlk Sat (10am-3pm) Wlk E-mail address: carol.apnp@verizon.net	\$22.00	Cash Cashier's Checks Checks Money Orders Credit Cards
Lancaster LSID L02 Antelope Valley College Police 3041 West Avenue K Lancaster, CA 93536 Contact: (662) 722-6399	M-F (8am-6pm) Appt. only	\$20.00	Cash Money Orders

JOB DEVELOPMENT HANDBOOK

Lancaster LSID D15 Opsec Specialized Protection 44262 N. Division Street #A Lancaster, CA 93535 Contact: (661) 942-3999	M-F (9am-5pm) Wlk Evenings and Weekends Appt. only E-mail address: opsec@qnet.com	\$20.00	Cash Credit Cards
Long Beach LSID 804 CSU Long Beach State Police 1331 Palo Verde Avenue Long Beach, CA 90840 Contact: (562) 985-5055	M-Th (1-4pm)	\$15.00	Cash Money Orders
Long Beach LSID K92 F & S Services, Inc. 2527 Pacific Avenue Long Beach, CA 90806 Contact: (562) 424-2020	M-F (8am-7pm) Wlk Sat (9am-7pm) Wlk After business hours by appointment only. Also notary, photos and ink fingerprints E-mail address: fnsinc@hotmail.com	\$30.00	Cash Cashier's Checks Checks Credit Cards Money Orders
Long Beach LSID A64 Identix ID Services 4201 Long Beach Blvd. Suite 404 Long Beach, CA 90807 Contact: 1 (800) 315-4507	M, T (12pm-7pm) Appt. only W-F (9am-4pm) Appt. only Same day service available at most locations/Mobile services available for groups over 30. Call to schedule an appointment. Identix ID Services Mobile Service	\$20.00	Cashier's Checks Checks Credit Cards Billing Accounts Money Orders No Cash Please!
Long Beach LSID 547 Long Beach Police Dept. 400 West Broadway Long Beach, CA 90802 Contact: (562) 570-5142	M-F (7:45am-3:30pm) Appt. only Closed for lunch 12-12:45.	\$12.00	Cash Checks Cashier's Checks Money Orders No Credit Cards
Long Beach LSID 380 Long Beach USD 1515 Hughes Way Long Beach, CA 90810 Contact: (562) 997-8216	M-F (9am-4pm) Appt. only	\$12.00	Cashier's Check Money Orders
Long Beach LSID C62 Universal Protection Services 4201 Long Beach Blvd., #200 Long Beach, CA 90807 Contact: 1 (800) 315-4507	M-F (9am-4pm) Appt. only	\$18.00	Checks Credit Cards Money Orders No Cash
Los Angeles LSID J56 AAA Livescan Fingerprinting West LA 1244 Westwood Blvd. Los Angeles, CA 90024 Contact: (310) 470-9233 or	M-F (9am-6pm) Walk-ins After hours and weekends Appt. only Mobile service available by appointment. Extra charges apply. Passport, Visa photo E-mail address: microuniverseinc@yahoo.com	\$23.00 plus govt. fees	Cash Debit Card MasterCard Visa

JOB DEVELOPMENT HANDBOOK

Los Angeles LSID K65 Advance Live Scan Services 12340 Santa Monica Blvd. Ste. 129 Los Angeles, CA 90025 Contact: (310) 207-6768	M-F (9:30am-6pm) Wik Sat and Sun by appointment only. Mobile Service for groups of 10 or more. Additional travel fee applies Toll free: 1 (800) 405-9029 Mobile Services Locations.	\$19.00	Billing Accounts (for Companies and Institutions) Cash Checks Credit Cards
Los Angeles LSID J03 ALivescan Fingerprinting & Photos 3435 Wilshire Blvd. #107 Los Angeles, CA 90010-1902 Contact: (213) 388-0588	M-F (10am-6pm) Sat. call for hours E-mail address: rochellestudio3435@sbcglobal.net Call First Notary, Photos Inked fingerprints	\$23.00	Billing Accounts Cash Checks Company Checks Credit Cards
Los Angeles LSID S07 American Live Scan 3540 Wilshire Blvd. #300 Los Angeles, CA 90010 Contact: (213) 386-1038	M-F (8am-6pm) Sat (9am-3pm) E-mail address: americanlivescan@aol.com	\$20.00	Cash Cashier's Checks Checks Credit Cards Money Orders
Los Angeles LSID N50 American Red Cross 5051 E Third Street Los Angeles, CA 90022 Contact: (323) 780-7653	M, W (9am-4:30pm) Wik T, Th, F (9am-4:30pm) Appt. only Please call first to schedule an appointment. Mobile Service available for groups of 10 or more. E-mail address: prillm@arcla.org American Red Cross Mobile Service	\$23.00	Cash Cashier's Checks Checks Credit Cards Money Orders
Los Angeles LSID E88 B & G Protective Services 2520 West 6th Street Suite 206 Los Angeles, CA 90057 Contact: (213) 387-8950	M-F (9am-5pm) Wik Sat (9am-3pm) Wik Closed for lunch (12-1pm) on Sundays and holidays Please call in advance. All applicants must provide completed Livescan forms. All applicants must have billing code/ORI/Live Scan Forms	\$15.00 plus state/fed fees	Cash ATM/Debit Amex MasterCard Visa Money Orders All major credit cards No personal checks
Los Angeles LSID 812 CSU Los Angeles Police Dept. 5151 State University Drive Los Angeles, CA 90032 Contact: (323) 343-3700	M-F (10am-2pm) Wik No appointment necessary. First come, First served. Due to high volume, please arrive early.	CSULA-affiliated rolling fee \$12; Non-CSULA \$25.00	Checks Cashier's Check Money Orders
Los Angeles LSID R31 F P I Agency Service Live Scan & Photos 1011 S. Alvarado Street Ste. 101 Los Angeles, CA 90006 Contact: (213) 388-6055	7 days a week (8am-8pm) Wik E-mail address: fpiagencyservice@sbcglobal.net	\$21.00	Cash Cashier's Checks Money Orders

JOB DEVELOPMENT HANDBOOK

Los Angeles LSID 987 Identix ID Services 1600 W. Imperial Hwy., Bungalow 425 Los Angeles, CA 94066 Contact: 1 (800) 315-4507	M-F (9am-4pm) Appt. only Same day service available at most locations. Mobile services available for groups over 30. Call to schedule an appointment.	\$20.00	Cashier's Checks Checks Credit Cards Billing Accounts Money Orders No Cash Please!
Los Angeles LSID B50 Identix ID Services 4601 Wilshire Blvd., Suite 215 Los Angeles, CA 90010 Contact: 1 (800) 315-4507	M-F (9am-3pm) Appt. only Same day service available at most locations. Mobile services available for groups over 20. Call to schedule an appointment.	\$18.00	Checks Credit Cards Billing Accounts No Cash Please
Los Angeles LSID S07 Kebson Group, Inc. 2500 Wilshire Blvd. Suite 104 Los Angeles, CA 90057 Contact: (213) 736-5320	M-F (9am-1pm) Appt. only M-F (1-6pm) Wlk Sat-Sun Appt. only Mobile services available for groups with minimum of 10 applicants. Call to schedule an appointment. E-mail address: lkebson@netzero.net	\$18.00- \$30.00	Cash Cashier's Checks Checks Credit Cards Debit Cards Corporate Accounts Money Orders
Los Angeles LSID J23 Kebson Group, Inc. 3540 Wilshire Blvd. Suite M20 Los Angeles, CA 90010 Contact: (213) 388-0886	M-F (9am-1pm) Wlk M-F (1-6pm) Appt. only Sat-Sun Appt. only Mobile services available for groups with minimum of 10 applicants. Call to schedule an appointment. E-mail address: lkebson@netzero.net	\$18.00- \$30.00	Cash Cashier's Checks Checks Credit Cards Debit Cards Corporate Accounts Money Orders
Los Angeles LSID S45 Live Scan Confidential 5786 Rodeo Road Los Angeles, CA 90016 Contact: (323) 292-6937	M-F (10am-6:30pm) Wlk Sat (10am-5pm) Wlk Sunday appointments available for groups of 5 or more. E-mail address: shippingandmore@comcast.net	\$20.00	Cash Checks Credit Cards Money Orders
Los Angeles LSID R67 Plaza Stationers 3450 Wilshire Blvd., Suite #108 Los Angeles, CA 90010 Contact: (213) 389-1195	M-F (9am-5pm) Wlk Notary and photos Inked fingerprints available.	\$20.00	Cash Checks
Los Angeles LSID J83 S.I.U Enterprises 8726 S. Sepulveda Blvd. Suite E /(LAX Area) Los Angeles, CA 90045 Contact: (310) 348-1314	M-F (9am-6pm) Appt. only Saturday (10am-4pm) Appt. only E-mail address: suienter@sbcglobal.net Mobile services available for a group of 5 or more people. Walk-ins welcome.	\$20.00	Cash Cashier's Checks Checks Money Orders

JOB DEVELOPMENT HANDBOOK

Los Angeles LSID H89 Super Copy 2256 Colorado Blvd., #103 Los Angeles, CA 90041 Contact: (323) 255-5800	M-F (8am-6pm) Appt. only Saturday (9am-4pm) Appt. only E-mail address: supercopy@gmail.com Same day service. Evening, weekends and mobile available.	\$25.00	Cash Credit Cards
Los Angeles LSID C62 Universal Protection Services 639 Wilshire Blvd. Los Angeles, CA 90017 Contact: 1 (800) 315-4507	M-F (9am-4pm) Appt. only	\$18.00	Checks Credit Cards Money Orders No Cash
Los Angeles LSID L45/ UC Los Angeles Police Dept. 601 Westwood Plaza Los Angeles, CA 90095 Contact: (310) 206-8126	M-F (9am-7pm) Appt. only Sat-Sun (9am-3pm) Appt. only Appts. to be scheduled Friday preceding weekend desired – NO EXCEPTIONS!	\$20.00	Cash Checks Money Orders
Montebello LSID H91 City of Montebello Mailstop 1001 W. Whittier Blvd. Ste. B Montebello, CA 90640 Contact: (323) 722-5464	M-F (9am-7pm) Wlk Sat (10am-4pm) Wlk E-mail address: livescan@gmail.com	\$18.00	Cash Checks Credit Cards Money Orders
Montebello LSID B97 Firearms Training Academy 2919 West Beverly Blvd. Montebello, CA 90640 Contact: (323) 889-1922	Daily (8am-8pm). No appointment necessary. Must have ORI or Req. Agency	\$20.00. \$15.00 Hard Card Prints	Cash Money Orders
Monterey Park LSID 972 Identix ID Services 1000 Corp Center Dr., Suite 200A Monterey Park, CA 91754 Contact: 1 (800) 315-4507	M-F (9am-4pm) Appt. only Same day service available at most locations. Mobile services available for groups over 30. Call to schedule an appointment.	\$20.00	Cashier's Checks Checks Credit Cards Billing Accounts Money Orders No Cash Please!
Monterey Park LSID 803 Los Angeles Co. Sheriff's Dept. 101 Center Plaza Drive Monterey Park, CA 91754 Contact: (323) 981-5864	M-F (7am-4pm) Appt. only	No \$. Agencies bill applicants.	Billing # Only
Monterey Park LSID L30 Monterey Park Police Dept. 320 West Newmark Ave. Monterey Park, CA 91754 Contact: (626) 307-1211	T-Sat (1pm-4:30pm)	\$23.00	Exact Cash Money Orders

JOB DEVELOPMENT HANDBOOK

North Hollywood LSID R04 I.D. Center 12502 Riverside Drive North Hollywood, CA 91607 Contact: (818) 984-2432	M-F (10am-6pm) Wlk Sat (10am-4pm) Wlk Sun Appt. only We give group discounts and also have a mobile service. E-mail address: bmahsoul@yahoo.com	\$25.00	Cash Checks Credit Cards
North Hollywood LSID R29 Nice Print 1 Hour Photo 12104 Victory Blvd. North Hollywood, CA 91606 (Corner of Victory and Laurel Canyon) Contact: (818) 508-8126	M-F (9am-8pm) Wlk Sat (9am-7pm) Wlk Sun (10am-6pm) Wlk 1/2 hours photo 5 minute /quality passport photo	\$15.00	Cash only
Northridge LSID 807 CSU Northridge Department of Public Safety 9757 Zelzah AvenueBldg. #14, 1st Floor Room 101, Lot G-7 Department of Public Safety Northridge, CA 91330-8282 Contact: (818) 677-2113	M-Th (8am-7pm) Wlk F, Sun (8am-4:30pm) Wlk Saturdays Closed Walk-ins welcome. Priority appointments available.	\$20.00	Cash (exact change only) Checks
Norwalk LSID 838 Cerritos College Police Dept. 11110 Alondra Blvd. Norwalk, CA 90650 Contact: (562) 924-3618 For mobile service please call: 1 (877) 4-PRINT-U	M-F (9am-8pm) E-mail address: info@usfingerprinting.com Statewide mobile Live Scan service.	\$20.00	Business Checks Cash MasterCard Money Orders Visa
Norwalk LSID M34 Los Angeles Co. Sheriff's Dept. 12440 E. Imperial Hwy., Ste. 120- W Norwalk, CA 90650 Contact: (562) 465-7825	M-Th (8:30am-4pm) Appt. only	\$14.00	Cash Checks
Orange Park LSID C61 Universal Protection Services 6743 Variel Avenue Orange Park, CA 91303 Contact: 1 (800) 315-4507	M-F (9am-4pm) Appt. only	\$18.00	Checks Credit Cards Money Orders No Cash
Palmdale LSID C50 Palmdale School District 39139 10th Street East Palmdale, CA 93550 Contact: (661) 947-7191	M-F (8:15-11:45am) Appt. only M-F (1:15-3:30pm) Appt. only	\$18.00 public \$33.00 non- participant school districts educational agencies.	Cash Money Orders

JOB DEVELOPMENT HANDBOOK

Panorama City LSID K30 American Mail and Parcel 14417 Chase Street Panorama City, CA 91402 Contact: (818) 892-8334	M-F (8:30am-5:30pm) Wlk Sat (9:30am-3:30pm) Mobile service also available. No appointment needed. E-mail address: alim@netorola.com	\$20.00	Cash Cashier's Checks Checks Credit Cards Money Orders
Pasadena LSID C44 Identix ID Services 2698 Mataro Street Pasadena, CA 91107 Contact: 1 (800) 315-4507	M-F (9am-4pm) Appt. only Same day service available at most locations. Mobile services available for groups over 20. Call to schedule an appointment.	\$18.00	Checks Credit Cards Billing Accounts No Cash Please
Pasadena LSID 802 Pasadena City College Police 1570 E. Colorado Blvd., Bldg. CC108 Pasadena, CA 91106 Contact: (626) 585-7986	M-Sat (10am-9pm) Appt. only Closed Holidays	\$15.00	Cash Check Money Orders
Pasadena LSID 649 Pasadena USD 351 South Hudson Ave., #116 Pasadena, CA 91109 Contact: (626) 795-6981, x215	M-F (9am-3pm) Appt. only	\$12.00	Exact Cash Money Orders
Pasadena LSID C48 U.S. Fingerprinting Inc. 70 S. Lake Avenue Suite 660 Pasadena, CA 91101 Contact: (877) 477-4688	M-F (9am-5pm) Wlk or Appt. Statewide mobile Live Scan service. Capable of fingerprinting 1,000 applicants per day. Ink cards available. E-mail address: jorge@usfingerprinting.com U.S. Fingerprinting Incorporated Mobile Service	\$15.00	Cash Cashier's Checks Money Orders Credit Cards
Pomona LSID 680 Cal-Poly Pomona Univ. Police Dept. 3801 W. Temple Ave. Bldg. 91 Pomona, CA 91768 Contact: (909) 869-6738	M-F (8:30am-4:30pm) Appt. only Hours may vary.	\$15.00	Cash Checks Credit Cards
Quartz Hill LSID C42 Westside USD 41914 50th Street West Quartz Hill, CA 93536 Contact: (661) 722-0716, x103	M (9am-12pm) Appt. only T-F (8am-11am) Appt. only	\$15.00 Applicant must provide billing code to be fingerprinted.	Exact cash Cashier's Checks Money Orders

JOB DEVELOPMENT HANDBOOK

Redondo Beach LSID 801 Redondo Beach USD 1401 Inglewood Avenue Redondo Beach, CA 90278 Contact: (310) 937-3359	T, W, Th (9am-3:30pm) Appt. only	\$20.00 (If Billing Code is not provided, the applicant must pay DOJ and FBI fees.)	No Cash Cashier's Checks Money Orders only
Rowland Heights LSID K41 RZ Livescan Services 19145 Colima Road Rowland Heights, CA 91748 Contact: (626) 581-4450	M-F (8:30am-5pm) Appt. only Sat. (9am-3pm) Appt. only Same day or Walk-ins appointments available, please call. E-mail address: RZLivescanservices@msn.com	\$20.00 Notary Public Passport/ID Photos Lamination Photocopy	Cash Cashier's Checks Checks Money Orders
San Fernando LSID B95 San Fernando PD, Support Svcs. 910 First Street San Fernando, CA 91340 Contact: (818) 898-1254	M-F (8:30am-4:30pm) Wik	\$20.00	Cash Cashier's Check Money Orders
Santa Clarita LSID H59 Access Fingerprinting College of the Canyons 26455 Rockwell Canyon Road Santa Clarita, CA 91355-1803 Contact: (866) PRINT-50 1 (866) 774-6850	M-F (9am-5pm) Wik Call for additional details. No appointment necessary. E-mail address: info@accessfingerprinting.com Mobile services/multiple machines. Access Fingerprinting Services Mobile Service	\$20.00	Cash Cashier's Checks Checks Credit Cards Money Orders
Santa Clarita LSID S44 California Fingerprinting Authority 27833 Avenue Hopkins Suite 1A Santa Clarita, CA 91355 Contact: (661) 294-8325	M-F (8am-5pm) Wik Saturday and after hours by appointment. No appointment necessary. Mobile services and after-hour appointments available. Child fingerprinting/ID Card Passport photos, notary. E-mail address: info@cafingerprintingauthority.com Mobile services available in Lancaster, Los Angeles, Palmdale and Ventura counties.	\$20.00	Cash Checks Debit Billing Accounts Credit Cards
Santa Monica LSID S61 A Livescan 7 Days 2400 Wilshire Blvd. Santa Monica, CA 90403 Contact: (310) 828-4313	M-F (9am-6pm) Wik Walk-in or call for availability Sat, Sun Appt. only E-mail address: imamashian@aol.com	\$17.00	Cash Credit Cards Company Checks (for approval)/ATM

JOB DEVELOPMENT HANDBOOK

Santa Monica LSID N23 FingerPrinTech 2121 Cloverfield Blvd. Suite 203(Corner of Pico) Santa Monica, CA 90404 Contact: (800) 424-7277	M-F (9am-5pm) Wlk Closed (1-2pm) for lunch. No appointment necessary. E-mail address: info@fingerprintrtech.com	\$18.00	Cash Cashier's Checks Money Orders ATM/AMEX Discover/ MasterCard/Visa
Santa Monica LSID 645 Santa Monica/Malibu USD 1651 16th Street Santa Monica, CA 90404 Contact: (310) 450-8338	T-Th (11am-1pm) Appt. only	\$12.00	Cashier's Checks Money Orders
Santa Monica LSID 648 Santa Monica Police Dept. 333 Olympic Drive Santa Monica, CA 90401 Contact: (310) 458-8435	M-Th (8:30-11am) Wlk M-Th (2-4pm) Wlk First-come, first-serve basis.	\$27.00	Exact cash Checks Discover MasterCard Visa
Studio City LSID R56 Sam On Wheels 11902 Ventura Blvd. Studio City, CA 91604 Contact: (818) 299-9103 or (877) 466-6879	M, T, W (8:30am-5:30pm) Wlk Th (8:30am-6pm) Wlk F (8:30am-4pm) Wlk Mobile Service by appointment. After hours by appointment. E-mail address: samonwheels1@yahoo.com Mobile Service	\$25.00	Cash Cashier's Checks Checks Money Orders Credit Cards
Torrance LSID R65 Be Safe Fingerprinting 3148 Pacific Coast Hwy. Torrance, CA 90505 Contact: (310) 891-3038	M-F (8am-8pm) Wlk Sat (9am-3pm) Wlk E-mail address: fingerprinting@sbcglobal.net	\$20.00	Cash Cashier's Checks Money Orders Credit Cards
Torrance LSID 093 El Camino College 16007 Crenshaw Blvd. Torrance, CA 90506 Contact: (310) 660-6140	M, W, F, Sat Appt. only Call for appointment times.	\$20.00. Additional prints are \$15. Hard Cards are \$20.	Cash Checks Money Orders
Valencia LSID S27 Advance Tech Security 27959 Smyth Drive Valencia, CA 91355 Contact: (661) 775-8400	T-F (9:30am-5pm) Wlk E-mail address: nnumanovic@andrewsinternational.com	\$20.00	Cash
Valencia LSID C56 Identix ID Services 27201 Tournay Rd., Suite 200H Valencia, CA 91355 Contact: 1 (800) 315-4507	M-F (9am-4pm) Appt. only Same day service available at most locations. Mobile services available for groups over 30. Call to schedule an appointment.	\$20.00	Cashier's Checks Checks Credit Cards Billing Accounts Money Orders No Cash Please!

JOB DEVELOPMENT HANDBOOK

Van Nuys LSID J55 Civic Center Legal Services 14425 Sylvan St. Van Nuys, CA 91401 Contact: (818) 781-7500 (310) 666-2672 after hours	M (8am-8pm) Wlk T, W (8am-5pm) Wlk Th, F (8am-8pm) Wlk Sat-Sun (10am-4pm) Wlk E-mail address: Civiccenterservi@aol.com Mobile service available for banks, offices, factories, schools, notary, legal forms, passport photos	\$20.00	Cash Checks Debit Card
Van Nuys LSID D67 Identix ID Services 7715 Burnett Ave., Suite A Van Nuys, CA 91405 Contact: 1 (800) 315-4507	M-F (9am-4pm) Appt. only Same day service available at most locations. Mobile services available for groups over 30. Call to schedule an appointment.	\$20.00	Cashier's Checks Checks Credit Cards Billing Accounts Money Orders No Cash Please!
Van Nuys LSID S35 USA Fingerprinting 16209 Victory Blvd. Van Nuys, CA 91406 Contact: (818) 997-1199	M-F (10am-4pm) Wlk Mobile services available for groups over 10 with appointment. E-mail address: usafingerprinting@yahoo.co	\$20.00	Checks Cashier's Checks Credit Cards (Business) Money Orders
Whittier LSID 805 Rio Hondo College Police Academy 3600 Workman Mill Road Whittier, CA 90601 Contact: (562) 692-0921 x4016 (am) and x3169 (pm)	M-Th (8am-6pm) Appt. only F (8am-5pm) Appt. only	\$15.00	Exact cash MasterCard Visa
Whittier LSID L48 Whittier Police Department 7315 South Painter Avenue Whittier, CA 90602 Contact: (562) 945-8237 For appointments only.	M, W, F (12-7:45pm) Appt. only Except holidays	\$15.00	Cash only
Woodland Hills LSID 974 Identix ID Services 21731 Ventura Blvd. Suite 250 Woodland Hills, CA 91364 Contact: (800) 315-4507	M-F (9am-4pm) Appt. only Same day service available at most locations. Mobile services available for groups over 30. Call to schedule an appointment.	\$20.00	Cashier's Checks Checks Credit Cards Billing Accounts Money Orders No Cash Please!

JOB DEVELOPMENT HANDBOOK

APPENDIX E Cover Letters & Resumes

COVER LETTERS

Finding the right job can be a full-time job within itself. You are not just looking for a job, rather, a career, or an opportunity to offer you fulfillment, stability and long term benefits for the betterment of yourself and family.

To secure the position you want, and deserve, you must stand out! The best place to start is with a sharp letter of introduction, or a COVER LETTER.

- **Who needs a cover letter?**

Everyone who sends out a resume does! Even if the cover letter never 'came up' in conversation or was not mentioned in an advertisement or job bulletin, it is expected that a job seeker will write one.

It is considered laziness when a cover letter is not tailored to a specific company. Although time consuming at times, the cover letter gives you another opportunity to emphasize what you have to contribute to the company or organization. It should answer the question, "What can this person do for us?" which your resume will reinforce!

- **What makes a *Good* Cover Letter?**

1. No spelling or typing errors.
2. Address it to the person who can hire you.
3. Write it in your own words so it sounds like you, not something out of a book.
4. Be natural. Use language you understand and can explain if asked.
5. Show that you know something about the company and the industry.
6. Use terms and phrases that are meaningful to the business. This is where research and networking become important.
7. Highlight your strengths.

**JOB DEVELOPMENT
HANDBOOK**

**APPENDIX E
Cover Letters & Resumes (continued)**

SAMPLE COVER LETTER

Jill Hill
789 First Street
Los Angeles, CA 90045
310-999-9999

February 14, 2006

Ms. Mary Rose
Director, Cell Phone Communications
123 ABC Street
Los Angeles, CA 90045

Dear Ms. Rose:

In researching the number of cell phone subscribers in Los Angeles County, I could not help but notice your company is the leader in providing excellent customer service.

Now that I find myself in the position of seeking employment in the wireless communications field, I am committed to working for only the best and would appreciate an opportunity to meet with you to discuss any employment opportunities you may have. I have five years of experience within this industry and believe that I would be a vital asset to your organization, Cell Phone Communications.

I have enclosed my resume for your consideration and will follow this letter with a phone call to schedule an interview, should you be so kind. It would be an honor to speak with you and an even larger honor to work beside you.

I appreciate your consideration and look forward to meeting you soon.

Very truly yours,

Jill Hill

Enclosure

JOB DEVELOPMENT HANDBOOK

APPENDIX E Cover Letters & Resumes (continued)

RESUME WRITING

An employer spends an average of eight seconds scanning your resume for the following:

- Who you are, what is your experience, what are your skills, and what are you looking for?

All of these factors contribute to you securing an interview. Needless to say, this may be one of your most difficult challenges given the number of people of applying for that same job. Here are some tips to help set you apart from the rest:

❖ **Sell Yourself:**

People are often over-critical of themselves. One of the hardest things to do is to put yourself in the best light. Try to think of all of the positive things you have done and include those items on your resume. Remember, businesses want to work with positive, energetic people!

❖ **Use Active Language:**

For each bullet point you include in your resume, be sure to include words such as achieve, demonstrate, obtain, etc. These power words will help grab the attention of the reader.

❖ **Presenting Information:**

There are several ways to present your experience. The most commonly used method is the *reverse chronology resume*, or a resume which lists your most recently held job first. This helps the employer to quickly recognize your experience and work history. If you have gaps in your work history for any reason, be prepared to explain!

❖ **Maintain Consistency:**

Choose a pattern of spacing, an order of presenting information and a format to highlight your skills and achievements and make sure you remain consistent throughout!

❖ **Check Your Grammar:**

Always double-check your grammar and never send out a resume with spelling errors. The first impression always lasts the longest!

❖ **Neatness and Visual Appeal:**

When printing your resume, use professional grade paper, in either white or off-white color. If you e-mail your resume, make sure the layout is professional and that your format will not change once it is sent out electronically.

Tip: When e-mailing a resume, send it to yourself first to make sure it reflects the hard work you have put into it. Check for grammar, misspellings and any changes to the format.

JOB DEVELOPMENT HANDBOOK

APPENDIX E Cover Letters & Resumes (continued)

RESUME TIPS FROM CAREER PROFESSIONALS:

- ❖ **Research the Company and Customize Your Resume:**
You must differentiate yourself by customizing your resume to clearly target the position you are applying for. Make sure you use language the business can understand and even use phrases that they have listed on the job opening.
- ❖ **Showcase Your Achievements:**
Highlight your strengths early. If you start slow, businesses may never get to the end to read all of your accomplishments and achievements. Top career accomplishments and awards should be listed at the top of the page for impact.
- ❖ **Break Up Long Text:**
Avoid paragraph forms that are heavy in text and hard on the eyes; bullet points make for easy reading.
Tip: Break all paragraphs longer than three lines into two or more shorter, bulleted sections.
- ❖ **Stay Within Two Pages:**
The initial review of a resume is very brief; as little as eight seconds. Several items of interest include companies you have previously worked for, your job title(s), time line of work history, and any accomplishments or achievements recognized by your previous employer(s).
- ❖ **Red Flags:**
 1. Gaps in employment;
 2. Job Hopping; and
 3. Appearing Overqualified.
- ❖ **Selling Points:**
 1. Computer literate (list specific programs you are familiar with);
 2. Detail your experience of one year or more;
 3. Highlight excellent customer service and organizational skills; &
 4. Supervisory experience (if applicable).

****Remember, it is very important to remain honest on your resume. If you are untruthful, you will be denied any employment opportunities immediately!****

JOB DEVELOPMENT HANDBOOK

APPENDIX F **BEST PRACTICES**

- BSS Tip #1:** To ensure accuracy, be sure to test the participant's typing speed.
Do not just take the participant's word that he or she types 65 wpm!
- BSS Tip #2:** Be mindful of the participant's strengths and weaknesses in the soft skills area and offer support as an extension of case management.
- BSS Tip #3:** Ask your participants to describe his or her work ethic.
- BSS Tip #4:** Go observe how other BSSs conduct workshops. You may learn a new twist! See the Resources section for a complete listing of workshop topics and locations.
- BSS Tip #5:** When meeting a new business contact the question, "What new products/ services are being developed?" gives great insight as to future staffing and business needs that may arise. Be sure to follow-up and develop this lead with your WorkSource and other collaborative partners in terms of anticipated needs such as, training, vanpools, and space.
- BSS Tip #6:** Pay special attention to the receptionist/ front office person as he or she is a great resource. Be sure to write down his or her name for future contact.
- BSS Tip # 7:** Stay clear of the word "free" to describe our services. It gives the impression of there being a "catch". Our participants, become the "catch", and are associated as damaged goods.
- BSS Tip # 8:** Look for potential job leads in local newspapers that cover your area! Also, on Wednesdays, the *Los Angeles Times* business section focuses on issues related to small business. This is a potential lead to develop with your WorkSource and other collaborative partners.
- BSS Tip # 9:** Be aware of who you recommend for hire, as each referral is a reflection of you and what you promised during the business meeting!
- BSS Tip # 10:** Advise participants to remind any person who may answer the phone the proper way to take a message! You may need to remind your participant as well.
- BSS Tip # 11:** The flyer should instruct participants to arrive one hour before the recruiter is expected in order to prepare and motivate them.
- BSS Tip #12:** Always have at least five potential locations and a ten day window for potential dates. The more selections available will make the process easier on you!

JOB DEVELOPMENT HANDBOOK

APPENDIX G WEEKLY ACTIVITY PLAN SHEET

Week of: _____

COMPANY NAME	COMPANY ADDRESS	CONTACT NAME	CONTACT TELEPHONE	Results				
				Meeting Scheduled	Call Back	Job Leads Added to JobSMART	No Job Leads	LA LINK Material Sent

COMMENTS: _____
